

**Passenger's Problems In International Flight Division In Sultan
Syarif Qasim II Airport Pekanbaru and Solutions Applied By The
Junior Staff In Information Service To Solve The Problems**

**A final report submitted as a partial fulfilment of the requirements for the
degree of English Language**



By :

Rizky Anugrawan Asroel

Student Number : 151511813078

Major : Bussiness Communication

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

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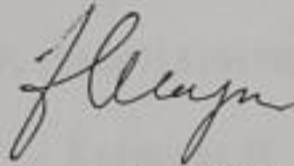
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Surabaya, 27 December 2019

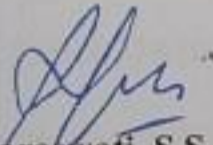
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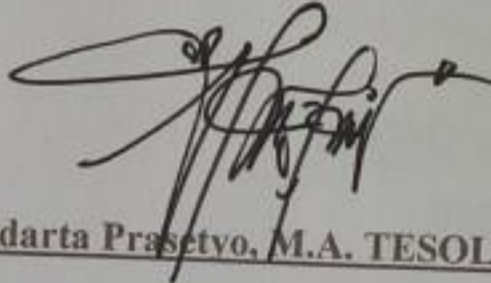
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This to certify the Final Report of
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Surabaya, 27 December 2019

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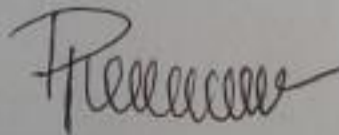
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STATEMENT OF ORIGINALITY

Rizky Anugrawan Asroel (151511813078), honestly declare that the final report I wrote does not contain the works or parts of the works of other people, except that those cited in the quotation and the references, as a scientific paper should.

Surabaya, 27 December 2019



Rizky Anugrawan Asroel

151511813078

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**I Dedicate This Final Report to My Beloved Parents and the People who
loves and cares with me.**

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First of all, the writer would like to say thanks to Allah SWT because the blessings and guidance in writing and can complete this final report. The writer would also like to say thank you for all the help and support from various parties.

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May Allah SWT always give blessings to those people that I have mentioned. The writer feels that this final report is far from perfect because the author is a person who has many limitations. Therefore, the writer hopes that this final report will be beneficial for all readers.

The writer

Rizky Anugrawan Asroel

CHAPTER I

INTRODUCTION

1.1 Background of the Report

Airport passenger terminal operations consist of a variety of terminal activities designed to serve terminal passenger's. Based on the existence of many issues observed within airport passenger terminals, certain related problems in the terminal design, check-in facilities, baggage handling, gates, and security can have their own impacts on terminal operations (Shareef, 2016). According to that quotation, various issues saw inside air terminal explorer terminals, certain related issues in terminal structure, enlistment workplaces, and security can have their own special consequences for terminal exercises. All airports around the world know about ASQ (Airport Service Quality) is a world leading's airport passenger service and benchmarking programme. That programme is improved or upgraded to the quality of the airport.

PT Angkasa Pura II (Persero) is one of the State-Claimed undertakings occupied with the air terminal administrations and air terminal related administrations in Western piece of Indonesia.

As a State-owned enterprise, Angkasa Pura II has consistently met its obligation to pay dividends to the state as the shareholder. The company is also constantly committed to providing the best services and consumer protection to airport customers, implement good corporate governance practices, improve the

welfare of employees and their families, and increase social care to the surrounding communities and environment through Corporate Social Responsibility programs (Angkasa Pura Airports, 2018). *Sultan Syarif Qasim II Airport* is located in Pekanbaru at Riau Province, Indonesia and managed by PT Angkasa Pura II as a commercial flight. It has one building but the domestic and international flight has separated waiting room. Sultan Syarif Qasim II Airport in Pekanbaru becomes one of the busy airports in Indonesia rated as 4-Star Airport by Skytrax.

In this airport customer service and information service assistants have different jobs but in this case, both of them are in the same division. Customer service job is helping passengers who have disabilities and tickets complaint. Information service jobs are to display or to announce flight schedule and airport information. The problem in this airport is a misunderstanding in reading the direction of the terminal building map.

As the front line officers, there are two main jobs of customer services, they are creating a good relationship with the customer (e.g. accepting complaints from passengers, and giving the best solutions to them), and communicating about airport's information (e.g. showing direction to the important places, such as toilet, money changer, departure gate, and arrival gate).

International flight route in Sultan Syarif Qasim II Airport are Pekanbaru to Kuala Lumpur, Pekanbaru to Malacca, Pekanbaru to Singapore and Pekanbaru to Jeddah. Because this airport is an international airport, the writer take this place for an internship to learn about aviation company, improve English

communication skill because some employees at this airport are not fluent in speaking English. Many of foreigners come to Pekanbaru for a business program, and travelling.

The writer did internship in terminal building of the airport as a junior staff in Information Service at Sultan Syarif Qasim Airport Pekanbaru. In this internship, the writer was supervised by customer service manager. The writer chose this topic because he wanted to know and learned about customer service in aviation industry.

1.2 Statement of Problems

There were several problems raised in this report, such as:

- 1.2.1 What foreign passenger's problems appeared at Sultan Syarif Qasim II Airport?
- 1.2.2 What solutions did junior staff of information service implement to solve the foreign passenger's problems?

1.3 Purpose of the Report

The purpose of the report are:

- 1.3.1 To discover the foreign passenger's problems; and
- 1.3.2 To implement solutions the work ability of a junior staff of information service.

1.4 Significance of the Report

In writing this report, there are several profits emerging for some different parties including the writer, alma mater or English Diploma Program, and the PT Angkasa Pura II at Sultan Syarif Qasim II Airport itself.

1.4.1 For the writer

This final report is useful for writer, the first is reshaping the writing skills of writer in preparing academic reports and the last is contemplating practice while doing an internship. Being able to gain experience by working in a real workplace and having new connections with other people off campus.

1.4.2 For alma mater

To making a new connection or bilateral relationship between *Universitas Airlangga* and PT Angkasa Pura II Sultan Syarif Qasim II Airport Pekanbaru and the writer can gain more knowledge about the culture and tourism objects in Riau especially Pekanbaru and learning Malay culture and customs.

1.4.3 For the company

This final report help the company to resolve company's problems about the airport staffs who cannot speak English well and improve of company management system.

1.4.4 For the interns

This final report will made the writer learn about how to be a good person for others and learn how to be good community. The writer also hopes that this report will benefit anyone who wants to write other related reports later.

1.5 Review of Related Literature

1.5.1 Common Passenger's Problems in International Flight

The problems in handling passengers especially the foreign one are differences of cultures. This approach would require the staffs to assert themselves in performing duties. Individuals are empowered to act and take decisions on the spot. The aviation industry has been changing at an exceptional rate. Rapid improvements in travel comfort and technology have elevated passengers' expectations in regards to the airport experience. Today's air travellers are exposed to multiple service attributes that help them distinguish the performance of chosen transportation providers. According to Lemer (1992), the definition of Airport Passenger Terminals are major public investments and complex systems, and most communities have only one opportunity to develop a facility that must serve their needs for many years.

First problem while service the foreign passenger is language barrier because some foreigners cannot speak English very well. In order to evaluate their performance, a large number of airline and airport management companies have

measured passengers' perceptions of service provided without clearly understanding passengers expectations (Chen and Chang, 2008).

Second problem is misunderstanding while foreign passenger's to read the direction like airport map, check-in or baggage claim, lost and found, etc. According to Ashford and Wright (1992) There are three principal functions of passanger terminal, first is processing of passengers and baggages, second is provision for the requirement of a change of movement type and last is facilitating a change of mode.

The last problem is about ticket check-in because many of Indonesia Airport used self-check-in machine. According to Shareef (2016) passenger check-in problems include the related issues with number and availability of check-in counters along with the existence of temporary congestions happen as a result of using passenger's self-check-in services. Space and lack of standardzation and late arrival of bags are the essential problems of baggage handling.

1.5.2 Solutions To Solve The Problems

First solution before handling the foreign passanger's is correct the manner of speaking and governance well, the speaking skills especially in English must be improved. According to Chaney (1998), speaking is the process of making and sharing meaning by using verbal and non-verbal symbols in different contexts. Talking about the strategies in handling passengers according to Kei & Yazdanifard (2015) Effective intercultural communication skills can not only

assist us to eliminate many problems such as conflicts and misunderstanding, but also to promote good relationships with each other.

Solution to solve the second problem about misunderstanding in reading direction is to give a good facility to read and make the directions of airport clearly. According to Chen (2002), Airport service quality was categorized into convenience, check-in time, serviceableness, kindness of employees, visibility of information, and security as a conceptual system to contribute to the activation of quality control.

The last solution is to make a standard of self-check-in system. Service quality, as perceived by customers, is the comparison of expectations and performance (Parasuraman, Zeithaml, & Berry, 1985). Service quality is a proportion of how well the service delivered matches customer expectation (Lewis & Booms, 1983). Additionally, it is able to strengthen the performance of employees and enhance the development of the company.

1.6 Methods of the Report

1.6.1 Location and Participant

The writer conducted a case study at Sultan Syarif Qasim II Airport Pekanbaru on himself as Junior Staff in information service improved to helping Korean female (Sunnydahye), Singaporean male (Lee Wong) and American male (Robertson). In this case, the writer got permission from the leader of information service assistant in his shift to involve them in his studies. After that, the leader showing some things that could be done by the writer during the internship.

1.6.2 Data Collection

In carrying out the case study, the writer used several instruments below:

1.6.2.1 Observation

From this case study, the writer had observation during four weeks to discovered the basic problems as junior staff in information service at Sultan Syarif Qasim II Airport Pekanbaru in handling communication with foreign passanger's and also the writer found some of strategies used by Junior Staff in Information Service of Sultan Syarif Qasim II Airport Pekanbaru in handling communication with foreign passanger's. The writer also improved English language skill to speak with passangers as junior staff in information service with audio recording. The main purpose of observation is to find out the value of airport employees performance in handling passanger's especially foreigner.

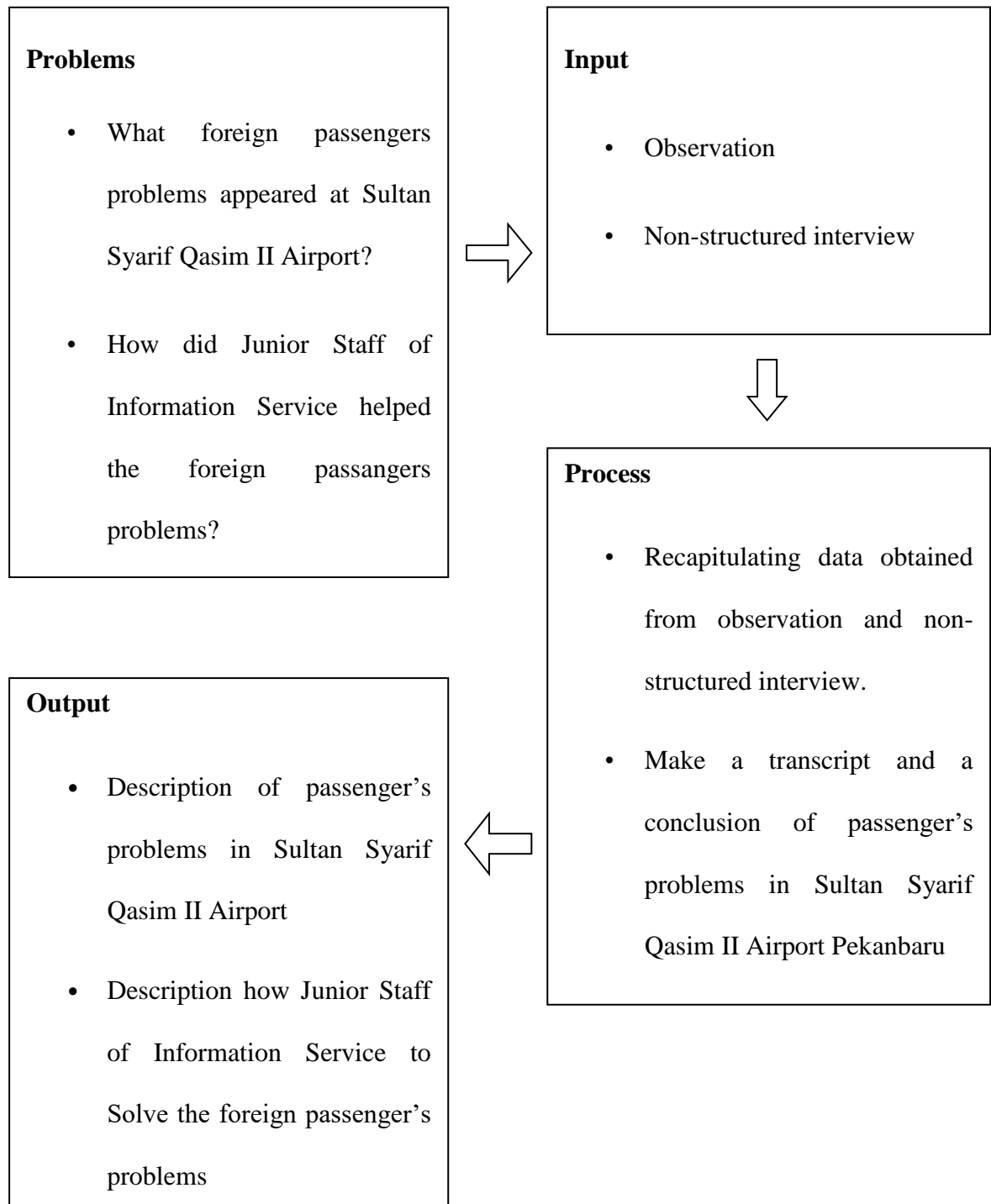
1.6.2.2 Non-structured interview

The writer used non-structured interview with foreign passanger's to find out the strategies in handling communication to know what passanger's needs. The writer found the strategies as an information service assistant in handling communication with foreign passanger's to identifying the common problems in serving the passanger's. This interview was needed to collect data with audio recording method had to interview with foreign passenger's three times but not the same day.

1.6.3 Data Analysis

The writer analyzed the data collected from the case study by recapitulating data from observation and non-structured interview to answer the statements of problems this final report and make a compare before. The writer importance of analyzing the data to support the credible data of the final report and make solutions. In addition, the writer concluded and transcript the data on what kind of foreign passenger's problems and the solutions at *Sultan Syarif Qasim II Airport Pekanbaru*.

1.7 Framework of the Report



CHAPTER II

INSTITUTION HISTORY

2.1. Company History

Formerly, Sultan Syarif Qasim II airport was named Simpang Tiga Airport was location in Simpang Tiga District. In the colonial era Simpang Tiga Airport was a disc-shaped landing field about a kilometer west of the current runway. At that time, the area was called the "cornerstone of the air" where "the foundation of the air" in which the foundation was still made up of the compacted and hardened soil and was used as a military base. Originally the foundation was redone from the east to the west with the runway number 14 and 32. During the Japanese occupation, the airfield was home to a small squadron of airplanes from the imperial Japanese army air forced, before being taken over by the allies.

In the early days of independence, the current runway was built adjacent to the old airfield. At first it was only 800 meters long numbered 18 and 36. In 1950 the runway was extended to 1,500 meters, and in 1967 the runway and aircraft parking ramp was paved with asphalt to a thickness of 7 cm and the length of the 500-meter runway. In early 2010, the first phase of the airport's expansion started with the construction of a new terminal to replace the original terminal built in the 1980s. The original terminal was demolished to make way for additional parking spaces. The new terminal was constructed in a modern design concept with three jetways and a larger apron. In 2012 this airport announce had a new terminal because of got international airport certificate and Riau been host of PON (Pekan

Olahraga Nasional). So, before that event in 2009 the airport manager already prepared the land for the construction of a new terminal and after it finally arrived exactly a few months before the event the new terminal was officially operational.

2.2. Vision and Mission

2.2.1. Vision

The best smart connected airport operators in the region mean that the airports managed by Angkasa Pura II become airports that are connected to many routes or destinations both at home and abroad, according to the status of each airports (domestic / international). Connecting time and connecting process both for passengers and goods must be able to walk easily and without insulation. APII airports are also fully smart airports by utilizing modern technology. The region referred to in the vision is Asia. So it can be concluded that the vision of Angkasa Pura II is to become an airport with high connectivity to many cities or countries and to use modern technology that is integrated in airport operations and improving passenger services.

2.2.2. Mission

1. Ensuring safety and security is a top priority
2. Providing world-class infrastructure and services to support Indonesia's economic development through connectivity between regions and countries
3. Providing a reliable, consistent and enjoyable travel experience to all customers with modern technology

4. Develop partnerships to complement capabilities and expand company offerings
5. Become the preferred BUMN and maximize the potential of each company employee
6. Upholding corporate social responsibility

2.3. Organization Chart



2.4. Job & Responsibility

The job of the writer is Asst. Manager of Terminal & Landside Service as *Information Service Assistant*. In this company the writer has many jobs :

1. Operate FIDS (Flight Information Display System)
2. Giving the direction or solution if passenger's have problem
3. Make an announcement all about terminal landside like flight schedules, call passenger's, lost and founds.

2.5. Location

Jalan Perhubungan I, Bandara Sultan Syarif Qasim II

Maharatu, Marpoyan Damai

Pekanbaru

Riau, Indonesia

(0761) 674757

www.sultansyarifkasim2-airport.co.id/

CHAPTER III

DISCUSSIONS

3.1 Description

In this section, the writer would like to answer the statements about 1) The passenger's problems often appearing at Sultan Syarif Qasim II Airport, and 2) Solutions of passenger's problems at Sultan Syarif Qasim II Airport.

From those clarifications, an information service assistant could serve the foreign passenger's better despite the fact that they have restricted abilities in English. The information service assistant could improved those aptitudes and be certain while offering clarification to the passenger's. Additionally, it tends to be one of the advantages for the information service assistant when they certainty with those significant aptitudes of utilizing English to serve the passenger's.

3.1.1 The passenger's problems often appearing at Sultan Syarif Qasim II Airport

From identifying the problem the writer found three passenger's problems in case study. Further, would be explained clearly in the next paragraph.

The first passenger's problem is misunderstanding due to foreigners pronunciation which was unfamiliar to Junior Staff in Information Service Assistant because in this airport not all the employees can speak correctly and clearly. Sometimes while the writer was talking with foreigners, the writer

misunderstanding with what they need. Below is the evidence of the interview with Sunnydahye (pseudonym) from South Korea.

The writer : Hello, madam. May I have a little bit of your time to ask you a question? The question about passenger's problems in this airport.

Sunnydahye : Yes please, I am on waiting my flight schedule.

The writer : Thank you, madam. First of all, for me as an intern, what the passenger's problems in this airport that you have find?

Sunnydahye : I apologize before to you if my pronunciation so bad and afraid you did not understand.

The writer : It is okay madam. I would tried to understand your problems.

Sunnydahye : Okay, not all this airport employees can speak English clearly and sometimes their misunderstanding with what I needed.

The writer : Could you repeated again what you say? Because it's less clear what you mean.

Sunnydahye : Not all this airport employees can speak English clearly and sometimes their misunderstanding with what I needed.

The writer : Okay, like that your problem. Could you gave me an example, madam?

Sunnydahye : At the time, I asked to airport security to showing direction where the place of ticket complain. "Hello, sir. I want to complain my

ticket, could you showing the direction of place?, the security answer is “You go straight and after that turn right”. Evidently I going to the information service area not the ticket complain place and from that I feel annoyed.

The writer : From that I concluded if the security misunderstand what you needed. Any other problem madam? If there are would you like to tell me about that? Thank you.

Sunnydahye : Yes, I have one more problem.

Next, the interview will be explained in the second problem.

From this evidence the writer proved correlation with the topic and the statement of problems in foreign passenger’s problems. According to Lunenburg (2010), Communication is the process of transmitting information and common understanding from one person to another. From that reference and evidence the writer concluded that problem often occurs to foreign passenger’s and the cause is lack of knowledge of language understanding.

Second problem is how to understand the direction of the airport, example many of passenger’s feel confused in reading *Airport Map* because the listed are not clearly and correctly. Many foreign passenger’s has complained in the desk of Information Service because the listed of direction map not correctly.

In this problem the writer showing evidences in an interview with two foreign passenger. First passenger name is Sunnydahye (pseudonym) from South

Korea and the second passenger name is Lee Wong (pseudonym) from Singapore. Below is the interview with Sunnydahye (pseudonym) to continued her first problem :

The writer : Could you tell to me about your last problem madam?

Sunnydahye : I always confused when reading the airport map eventhough I often visited this city and airport for business trips. The listed in this airport are not clearly visible because the font too small and the screen located at a certain is also not larger then in my hometown airport and so it is difficult for me to reading the instructions of this airport.

The writer : Okay, thank you for your problem madam. Maybe I can give you solution of your problems.

Further, the solution will be explained in point 3.1.2

Next is the interview from Lee Wong (pseudonym). Below is the interview :

The writer : Hello, sir. May I have a little bit of your time to ask you a question? The question about passenger's problems in this airport.

Lee Wong : Yes please, I am on waiting my flight schedule.

The writer : Thank you, sir. First of all, for me as an intern, what the passenger's problems in this airport that you have find?

Lee Wong : I would say thanks to you for choose me in your interview. My problem in this airport is always confused when reading the airport directions. The listed of directions for me is too small and make passenger's difficult to read that.

The writer : Okay, sir. Thanks for your honesty. Me as intern also not comfort when reading the direction. I give you the solution of your problems.

For the solution will be explained in point 3.1.2

From the evidence can conclude if many of passenger's was confused in reading the airport map because the font is too small and difficult to read even the writer find it difficult to read and must to approaching the screen to seeing the details.

Last problem is many of machines especially ticket machine for check in services not working clearly, not according standards and added the total of items has limited. Many passenger's was complained about that eventhough the airport is International Airport.

The writer showing evidences in an interview with two foreign passenger's from United States. The passenger name is Robertson (pseudonym) and this interview was below :

The Writer : Hello, sir. May I have a little bit of your time to ask you a question? The question about passenger's problems in this airport.

Robertson : Yes please, I am on waiting my flight schedule.

The writer : Thank you, sir. First of all, for me as an intern, what the passenger's problems in this airport that you have find?

Robertson : Every two times a year I always visited this city for business trip and I always using self check in machine for make it easy but the machine system not working clearly. So, sometimes I must going to check in counter for checking my ticket and that's wasting my time and I hated that.

The writer : Thank you for explaining your problems. Okay, I will give you the solution.

Further, the suggestion will be explained in point 3.1.2

3.1.2 Solutions of Passanger's Problems at Sultan Syarif Qasim II Airport Pekanbaru

From point 3.1.1 about problems in this airport, the writer was finding three problems from different passenger's. As an information service assistant, the writer could find the solutions of problems because the writer was learned about the passenger's problems and find the solutions to resolved it.

First solution of passenger's problems is as information service assistant the writer used polite languages and gestures to make the passanger's feel confident and easy to understand what the writer said. In addition, the writer as

information service assistant just helps the foreign passanger's with information based on this airport.

Below is the evidence in an interview with Korea passenger and the name is Sunnydahye (pseudonym) and this continuation from poin 3.1.1.

The writer : From your first problem I can give solution, you can use your translator app in your smartphone for ask with employee who cannot speak English.

Sunnydahye : Thank you for the solution, do you have another solution to make me understand?

The writer : You just use the information service video call machine and that location be in before the entrance. From that you connect with our staffs.

For next solution will be explain in second solution

Second solution is the writer showing the direction with polite gestures and polite language to making it easier. In this airport many of foreign passanger's are Chinese, Korean, and Singaporean people who cannot speak English very well.

The evidence in an interview with two passanger's, first passenger is Sunnydahye (pseudonym) from South Korea and second passenger is Lee Wong from Singapore. Below is the interview with Sunnydahye :

The writer : I give you second solution of your problems. If you confuse when read the airport map you can download this airport apps on your mobile phone to make it easy but if you still confuse I can accompany you to what place you need.

Sunnydahye : Thank you for the solution, I think the solution not too clearly for me but I understand.

The writer : May I asking you again, madam?

Sunnydahye : Yes, please.

The writer : The question is “How about the airport employee performance in handling passenger’s problems? Is that fast, clear or how? Thank you

Sunnydahye : So far so good, it fast but not too clearly.

The writer : Okay, thank you for all your answer madam that are good and even I rather difficult to understand your pronunciation. Safe flight madam.

Sunnydahye : Thank you and bye.

Next is the interview with Lee Wong from Singapore and below is the interview :

The writer : The solution are two, first is you can download the airport apps on your smartphone to make it easy and second is I will explain where the place what you need example if you want to reschedule your

flight go to ticket service and the location beside of customer service desk.

Lee Wong : Thank you for the solutions it's too clearly for me and I understand.

The writer : May I asking you again, sir?

Lee Wong : Yes, please.

The writer : The question is "How about the airport employee performance in handling passenger's problems? Is that fast, clear or how? Thank you

Lee Wong : So far so good, it very fast and clearly.

The writer : Okay, thank you for all your answer sir that are good and safe flight

Lee Wong : Thank you and bye.

Last solution is asking the airport management to adding the items to facilitate the passenger's without piece of baggage for self-check-in services without having to check in counter. Below is the interview with Robertson (pseudonym) from United States and that is an evidence.

The writer : The solution from me for a while you going to check in counter 3 hours before flight schedule to avoiding queue. Maybe from your problem I hope the airport management will be adding the machine of self check in to make foreign passenger's without baggage easy to check in.

Robertson : Thanks for the solution sir.

The writer : Your welcome.

The writer : May I asking to you again, sir?

Roberston : Yes, please.

The writer : The question is “How about the airport employee performace in handling passenger’s problems? Is that fast, clear or how? Thank you

Robertson : So far so good, it not too fast but very clearly.

The writer : Okay, thank you for all your answer sir that are good and safe flight

Robertson : Thank you and bye.

From the all evidence the writer correlation that to procedures in handling foreign passenger’s. According to Lunenburg (2010), Despite the implications of the information about nonverbal communication, be aware that many nonverbal messages are ambiguous. For example, a smile usually indicates agreement and warmth, but it can also indicate nervousness, contempt, deceit, fear, compliance, resignation. Nevertheless, nonverbal messages are a rich source of information. Your own nonverbal behavior can be useful in responding to others, making stronger connections with others, and conveying certain impressions about yourself.

3.2 Obstacles

3.2.1 Obstacles in Identifying Passenger's Problems often appearing in Sultan Syarif Qasim II Airport

Based on the case study, the writer faced some obstacles in identifying passenger's problem in Sultan Syarif Qasim II Airport. The first is the writer sometimes difficulty understanding what the foreign passenger's need because of language barrier. From that, not all foreign the passenger's in this airport be able to speak English well because of difference in the manner of pronunciation between Information Service Assistant and foreigners.

Second is when the foreign passenger's asking about the airport map, many of foreign passenger's confused to read the direction because the listed not clearly. In busy time many passenger's ask to the writer but he overwhelmed to explain passenger's questions because who asked like a war.

Last is when the passenger's complain about ticket machine where the location of ticket machine far away from information service desk. So, sometimes the writer left his desk for leave to the ticket machine place for know what passenger's was complained.

So, from those obstacles, the writer could solve not all of them even though had some mistakes while solving the obstacles. It was a new experience for the writer. The important thing is confident to solve the obstacles. In addition, the information service assistant will help the writer to solve the obstacles because

it was a new experience for the writer. Then, if the writer doubt with the explanation, the information service assistant supported the writer even though the information service assistant only whispered to the writer.

3.2.2 Obstacles in Finding Solutions of Passenger's Problems at Sultan Syarif Qasim II Airport

The obstacle when making solutions to passenger problems is how to make conclusions and combine problems into data. The writer finds it difficult to find solutions to passenger problems because of the difficulty of finding foreign passengers invited for interviews.

First, the writer feels hampered in finding solutions what the passenger's needed because many things or complaints or even a problem that are know by the writer but he cannot handle it because not all passenger's problems handling by apprentice participants.

Second, sometimes the writer makes a mistake when showing polite attitude to the passenger and is being monitored by his advisor. So, the writer feels embarrassed and apologizes to his advisors.

Last, luckily the writer get access to the ticket machine and ask the engineer for helped to repair ticket machine but besides the place far away, security check in must be passed.

So, from those obstacles, the writer can solve all of them even though had some mistakes while solving the obstacles. It was a new experience for the writer. The important thing is confident to solve the obstacles. Then, if the writer doubt

with the explanation, the information service assistants supported the writer even though others staffs only whispered to the writer.

3.3 Added Values

3.3.1 Added Values in Identifying Passenger's Problems often appearing at Sultan Syarif Qasim II Airport

During the internship, the writer got several values during the internship. The writer got several values such as understanding of the airport's terms, handling the passenger's problem and complaint, communicating with the passengers by phone, how to make a polite interaction, confidence with the limitation skill, and giving the best services. The most valuable experience for the writer were conducting the self-assessment at Sultan Syarif Qasim Airport Pekanbaru.

First is During the writer did internship not many staffs especially information service assistant can speak English very well and from that the writer has requested to senior if there foreign passanger's ask to information service always the writer handled because for self assesment.

Second is motivation. get a new knowledge about aviation from the business, office management and public speaking. The reason is the writer learned something new that never thought of before such as learning a motivation from information service assistant and conducting the self-assessment. But in doing the

final report the writer motivation is get a new knowledge how to be a great information.

In addition, internship as an information service assistant at Sultan Syarif Qasim Airport Pekanbaru make the writer got new experience especially about public relation, aviation and airport management.

The conclusion about added values during the writer did an case study at Sultan Syarif Qasim are three. First is learning all about aviation and airport management system. Second is motivation for learn and apply knowledge about airport and aviation for self- assesment.

3.3.2 Added Values in Finding Solutions of Passenger's Problems at Sultan Syarif Qasim II Airport

Added value in finding the Strategy used by Information Service Assistant in handling communication with international visitors, namely the writer gets a lot of lessons on how to deal with problems especially problems when facing foreign Passenger's.

The writer now knows how to overcome cultural differences between countries and cultures in Indonesia itself. The writer can used and improved the quality of English well so that the skills of the writer could be honed.

Then, the writer knows that not all complaints and problems can be overcome by the apprentice because of the existing SOP (*Standard Operation Procedure*) and also because the Information Service Assistant needs coordination in order to solved the problems.

The writer must know and take action on how the writer should behave when facing problems gets additional words and can learned the languages of another countries.

3.4 Related Courses

Related courses that the writer used during the internship are;

3.4.1 Speaking

The output of process is related speak to passenger's. The writer has limited speaking skill to foreign because not all foreign passenger's good in speak English. The writer tried to speak a lot for make it easier.

3.4.2 Listening

The output of this course is the process of listening to passanger's requirement, and then the writer knows what the passanger's requirement. This course can help the writer in process to listen kinds of accent of the passenger's using English from different countries. The reason is every country has different accent and the writer can know the accent from listening to the passenger's needs.

3.4.3 Pronunciation

In this output, the writer very carefully with a pronunciation because sometimes the passanger's not understand. For explanation to passanger's must be correct and if not correct from the prounonce then the passanger's not understand explanation conveyed.