

A FINAL REPORT

**USING ENGLISH IN WRITING AIRCRAFT MAINTENANCE PLAN
AND ACHIEVING SAFE MAINTENANCE PROCESS IN
GARUDA MAINTENANCE FACILITY AEROASIA**

**Presented in partial fulfillment of the requirement for the Diploma Degree in
English Language**



By

Winda Septia Isnaeni

Student Number: 151611813023

Major: Business Communication

**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL STUDIES
UNIVERSITAS AIRLANGGA**

2019

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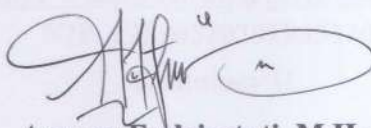
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ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL STUDIES

2019

This to certify the final report of

Winda Septia Isnaeni

Has met the Final Report requirements Faculty of Vocational Education
Universitas Airlangga

Surabaya, December 30th 2019

Board of examiners

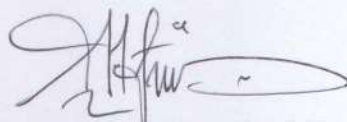
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Garuda Maintenance Facility

AeroAsia



Muhammad Sauqi

STATEMENT OF ORIGINALITY

I, Winda Septia Isnaeni (151611813023), 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, December 30th, 2019



Winda Septia Isnaeni

This final report is dedicated for the writer's beloved family

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CHAPTER I

INTRODUCTION

1.1 Background of the Report

Nowadays, English unavoidably becomes the language used in many companies to communicate and build connection despite differences in interest in the business world (Neeley, 2012). The use of English results in good understanding and communication among parties, such as customers and suppliers. Today's workforce requires English to survive and thrive in the global business. Companies in Indonesia mostly use *Bahasa Indonesia* as the language used on a daily basis. However, when Indonesian companies want to build cooperation with foreign companies, they cannot use *Bahasa Indonesia* to communicate with them. Therefore, the workers should be able to communicate in English to reach specific deals. English language skills become the key for companies if they want to perform better, and this will result in good relationship with other companies (Neeley, 2012).

Among many kinds of business, the aviation industry is one where English is mandatory since the invention of airplane (Morris, 2014). For many years, commercial aviation takes place mostly in English-speaking countries. Therefore, according to the International Civil Aviation Organization (ICAO) (as cited in Morris, 2012), English is the international language of aviation since 1951. The ability to speak, read, write and comprehend English are essential in the industry.

Airplanes, as one of the most prominent means of transportation, need extra maintenance to keep them in good condition. In order to do that, the maintenance

staff must understand English to conduct proper maintenance processes. According to the Flight Safety Foundation (FSF, 2007), many technical and maintenance documents are written in English, thus people with limited knowledge of the language of instruction will have difficulties in performing the maintenance processes. Misunderstanding a command may also occur, and this will result in staff members performing forbidden actions. Because of the many errors that can happen when the staff does not understand English, understanding the language becomes a requirement to avoid accidents. Thus, a maintenance plan is essential to keep the aircraft maintenance staff on track in the process of maintaining aircraft.

A planner is a person who makes plans for a particular area or activity (Oxford Advanced Learner's Dictionary, 2019). This position is also needed in the aviation industry, especially to arrange maintenance plan for aircraft, domestically or internationally, and is usually called aircraft maintenance planner (Andinar, 2011). As English becomes the international language of aviation, aircraft maintenance planners will have to be able to communicate in English. The planners usually correspond in English with customers or staff from other division. Additionally, planners also oversee the maintenance documents until the documents are transferred to other division and customer.

Furthermore, aircraft maintenance plan is usually written in Simplified English (SE). According to Shubert, Spyridakis, Holmback and Coney (1995), SE is composed for documents that correspond with a standard which eliminates lexical, syntactic, and semantic ambiguity. SE is usually found in various manuals

or other procedural documents. The characteristics of SE are using short and familiar words, avoiding past participle verbs and keeping the sentence as short as possible. With these rules, the writer or the reader can comfortably understand the documents. Therefore, using SE will minimize misunderstanding and making the documents and commands easier to read and understand by everyone.

Garuda Maintenance Facility AeroAsia is the biggest aircraft maintenance company in Indonesia, and its customers come from countries all around the world. The company provides an integrated and reliable aircraft maintenance solution for better and safer sky transportation. With that being said, it is evident that Garuda Maintenance Facility AeroAsia uses English most of the times. Aircraft maintenance planner's role is crucial because he or she is the one who arranges plan for regular aircrafts' maintenance. As a planner, he or she develops a good understanding of SE in order to write a readable aircraft maintenance documents.

The writer finds this topic interesting because she was curious about how the planners in aircraft maintenance facility work, specifically in Garuda Maintenance Facility AeroAsia as the place where she conducted her internship. As the biggest aircraft maintenance companies in Indonesia, the company has provided services for airlines from all around the world. She also wants to gain more knowledge of the rules to be a planner from her internship days. Therefore, the writer would like to write a proper report about the topic to share her knowledge with others.

1.2 Statements of the Problem

There are two problems in this report; they are:

- 1.2.1 How is English used to write an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia?
- 1.2.2 What are the rules which followed by planner in achieving safe maintenance process in PT Garuda Maintenance Facility AeroAsia?

1.3 Purpose of the Report

The purposes of this final report are:

- 1.3.1 To discover the rules used in writing an aircraft maintenance plan in Garuda Maintenance Facility AeroAsia
- 1.3.2 To discover the rules which followed by planner in achieving safe maintenance process in PT Garuda Maintenance Facility AeroAsia

1.4 Significance of the Report

- 1.4.1 For the writer

The benefits of this final report help the writer to:

- 1.4.1.1 The writer can implement her writing course during her study in English Diploma into tasks in her internship days.
- 1.4.1.2 The writer can develop her writing skill in writing final report.
- 1.4.1.3 The writer gained information and knowledge about being a planner and a chance to apply it in her internship days.

- 1.4.2 For the alma mater

The benefits of this study are to:

- 1.4.2.1 Share the writer's experience in writing aircraft maintenance plan

1.4.2.2 Improve the quality of D-III Bahasa Inggris students through the internship.

1.4.2.3 Explore and apply ability from D-III Bahasa Inggris students in writing aircraft maintenance plan.

1.4.3 For the institution

This final report is beneficial for the institution, such as:

1.4.3.1 To introduce Garuda Maintenance Facility AeroAsia to the junior of D-III Bahasa Inggris students and also promote Garuda Maintenance Facility AeroAsia.

1.4.3.2 To strengthen the relationship between D-III Bahasa Inggris and Garuda Maintenance Facility AeroAsia.

1.4.4 For other interns

The benefits of this final report for the next interns in English Diploma Program are to:

1.4.4.1 Discover the use of English in writing aircraft maintenance plan.

1.4.4.2 Motivate other interns to make a better final report.

1.4.4.3 Help them to write a final report through this report as a reference.

1.5 Review of Related Literature

1.5.1 English in Business Communication

Nowadays, learning English is a must in business world. “English enables cross-cultural communication and makes it possible to expand business globally” (Ojanperä, 2014a, p. 9). Language proficiency is essential because companies need to communicate with other companies to do

international business as English can be used to share information and knowledge (Ojanperä, 2014b, p. 9). Therefore, many workers are currently studying English to prepare themselves facing the new era of business using English.

1.5.2 Simplified English (SE)

Simplified English or SE is a restricted language composed for documents that corresponds the standard which eliminates lexical, syntactic, and semantic ambiguity (Shubert, Spyridakis, Holmback and Coney, 1995a). Using SE is the best method to accommodate specific information in various manuals or technical documents. Aircraft maintenance planner used SE to make complex documents reading easier and help the planner to locate and identify information within the documents. For example, a maintenance staff is reading the manuals to reassembly the airplane machine. There must be a lot of steps and reading the manual will become easier and more understand able with SE writing rules. The explanation will be only limited to what to do and what the consequence is if the step is incorrect.

1.5.3 Rules in Writing Using SE

When a planner uses SE to write documents, there are rules designed to make the writing easier. There are three rules, which are using the simplest forms of words, avoiding past participle verbs, and keeping sentences as short as possible.

First, the use of the simplest form of words is important. Shubert, Spyridakis, Holmback and Coney, (1995a) suggested to avoid using forms of the verb not shown in the dictionary. For example, the verbs in ‘-ing’ form, such as “creating”, this word is not the simplest form of word. Since the first form is “create”, then in SE have to use the first form of the verb. *Second*, the planner should not use past participle verbs to avoid making a complex verb. It means the complex verbs create tenses which make the text no longer easy to read. For example, the verb “had painted”. This verb is not acceptable when writing SE because this verb can lead to misunderstanding for those, such as a staff who does not understand English well is trying to translate this. In SE, using “painted” is more acceptable because it does not create difficult tenses. *Third*, the planner needs to keep the sentences as short as possible. For example, when writing a description and operation topics the planner has to keep the maximum length of 25 words each sentence.

1.5.4 Rules for Planner to Achieve Safe Maintenance Process

According to Fridlyand (2016), aircraft maintenance work has a high risk of human errors and it can lead to accidents as it involves many people simultaneously. Regarding these problems, planner has to follow certain rules in order to achieve safe maintenance process. The planner must start with proper planning.

First, Fridlyand (2016) said that a planner must know what needs to be done. It means the maintenance planner have to prioritize the plan

over anything in order to complete the plan. For example, a maintenance planner has to do other thing such as arranging maintenance slot in order to ensure all of the aircraft get a place to perform the maintenance. The planner has to postpone or delegate the task to other planner staff because he or she has to do the planning for the new aircraft. *Second*, he or she has a good communication among maintenance and production staff and other parties included. In order to do the communication, the maintenance planner has to gather all documents from other department to work on the aircraft maintenance plan, therefore he or she mostly communicate in written form. The purpose is to make sure there will be no misunderstanding in the maintenance work, and to make sure to minimize the accident chances. *Third*, the planner needs to set the time and resources that the work will require. This is important to avoid any accident through maintenance. For example, arranging which hangar should be used and which team should finish certain maintenance plan.

1.6 Methods of the Report

1.6.1. Location and Participant

I conducted my case studies in PT Garuda Maintenance Facility AeroAsia. I conducted my case in PT Garuda Maintenance Facility AeroAsia's hangar. In this place I figured out that the planner was using English to write aircraft maintenance plan. In the hangar I saw the maintenance staff or engineer also used English to read the maintenance plan. There was a reason why I would like to know how the planner used

English in workplace. Based on my knowledge, technical English is different than the English I used myself, that is why I wanted to know more about English in aircraft maintenance facility, especially in writing the plan. Other than that, I would also like to know how the maintenance planner made sure the maintenance process was safe. In order to know about this matter, I also referred to a document called ABMP (Aircraft Base Maintenance Planning) to do oversee activity to achieve safe maintenance process.

In terms of the background of the participants, I myself was the participant as I was in TJW division. I gathered some documents in order to figure out how the planner using English to write aircraft maintenance plan. I also took notes from observing the planner regarding safe maintenance process.

1.6.2. Data collection

In carrying out the case study, I used several instruments:

1.6.2.1. Documents

Documents were used to find out how the planner using English in writing aircraft maintenance plan. The document consists of the aircraft maintenance plan in Microsoft Excel sheets. Other than that, I referred to ABMP (Aircraft Base Maintenance Planning) to oversee throughout the maintenance process in the hangar.

1.6.2.2. Semi structured interview

Semi structured interviews were used to find out the rules should be followed by a planner to achieve safe maintenance process. I asked a Planning Control staff at Garuda Maintenance Facility AeroAsia. See appendix for questions list.

1.6.2.3. Observations

Observations were used to discover the rules to be followed as an aircraft maintenance planner to achieve safe maintenance process. I took notes from my observations in workplace.

1.6.2.3. Data analysis

In terms of data analysis, I used triangulation data collection to answer the statements of problems. Let's take a look at the following table.

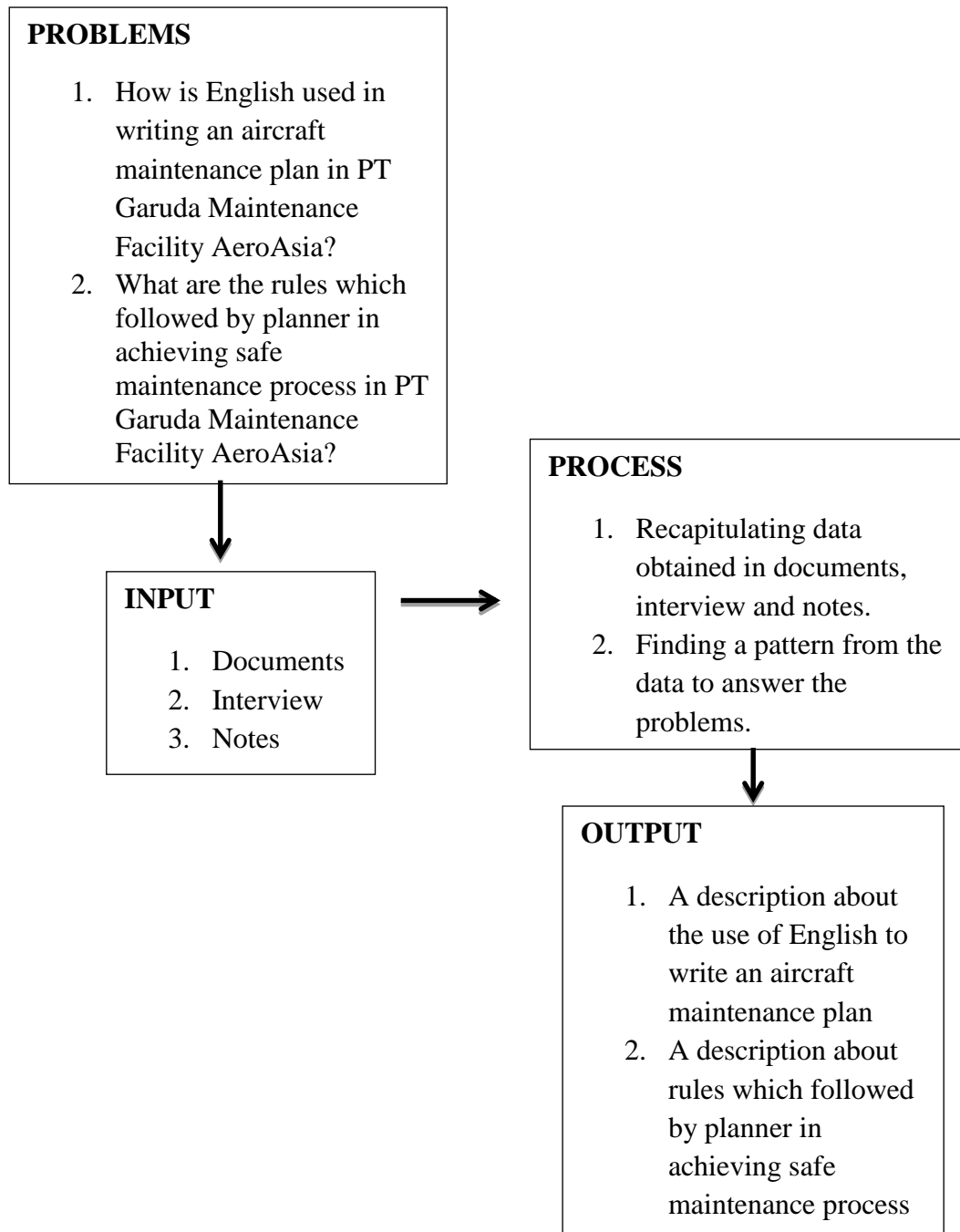
Triangulation of data collection techniques to answer statements of problems

Units of analysis	Data collection techniques
Using English to write aircraft maintenance plan	Documents (Excel sheet)
Finding what rules to be followed as aircraft maintenance planner to achieve safe maintenance process	Observation (notes, ABMP)
	Interview

Table 1 Data triangulation

Following the table below, I analyzed the data collected from each of instruments separately based in the units of analysis. After I find patterns from each of data, I merge the findings from each data to answer statements of problem.

1.7 Framework of the Report



CHAPTER II

COMPANY PROFILE

2.1 Brief History

Starting out in 1949, GMF AeroAsia originated as the Technical Division of Garuda Indonesia Airlines at the Kemayoran and Halim Perdana Kusuma airports in Jakarta, Indonesia. In 1984, GMF AeroAsia was relocated to Soekarno-Hatta International Airport and rebranded itself as the Division of Maintenance & Engineering (M&E), which eventually developed into an independent business unit.

Subsequently in 1998, the M&E Division transformed into the Strategic Business Unit (SBU-GMF), handling all Garuda Indonesia's fleet maintenance activities, that Garuda Indonesia could focus on its core business as an airline operator. As a business unit, GMF is developing itself by improving aircraft maintenance facilities, infrastructure and personnel competencies that are capable of supporting on time performance in conducting aircrafts maintenance and repair by ground time minimum and high level efficiency in order to compete in winning the trust of other airlines. The ability of GMF is increasingly recognized by its success in achieving various national and international certifications, including DKU-PPU (Directorate of Airworthiness and Aircraft Operation), FAA (Federal Aviation and Administration) and EASA (European Aviation Safety Agency).

In 2002, Garuda Indonesia made "spin off" to SBU-GMF become a subsidiary of PT Garuda Maintenance Facility AeroAsia by Deed of

Establishment No. 93 dated April 26, 2002 by Notary Arry Soepratno, S.H., as stated in Supplement to Official Gazette of RI No. 78 dated September 27, 2002. Subsequently, the Articles of Association have been amended in accordance by the Deed of Resolutions of the Shareholders. No. 47 dated February 17, 2015 the amendment has been received by the Ministry of Justice and Human Rights with No. AHU-AH.01.03-0011436 dated February 23, 2016 and has been published in the Supplement to the Official Gazette of the Republic of Indonesia No. 95 dated November 27, 2015.

Milestones

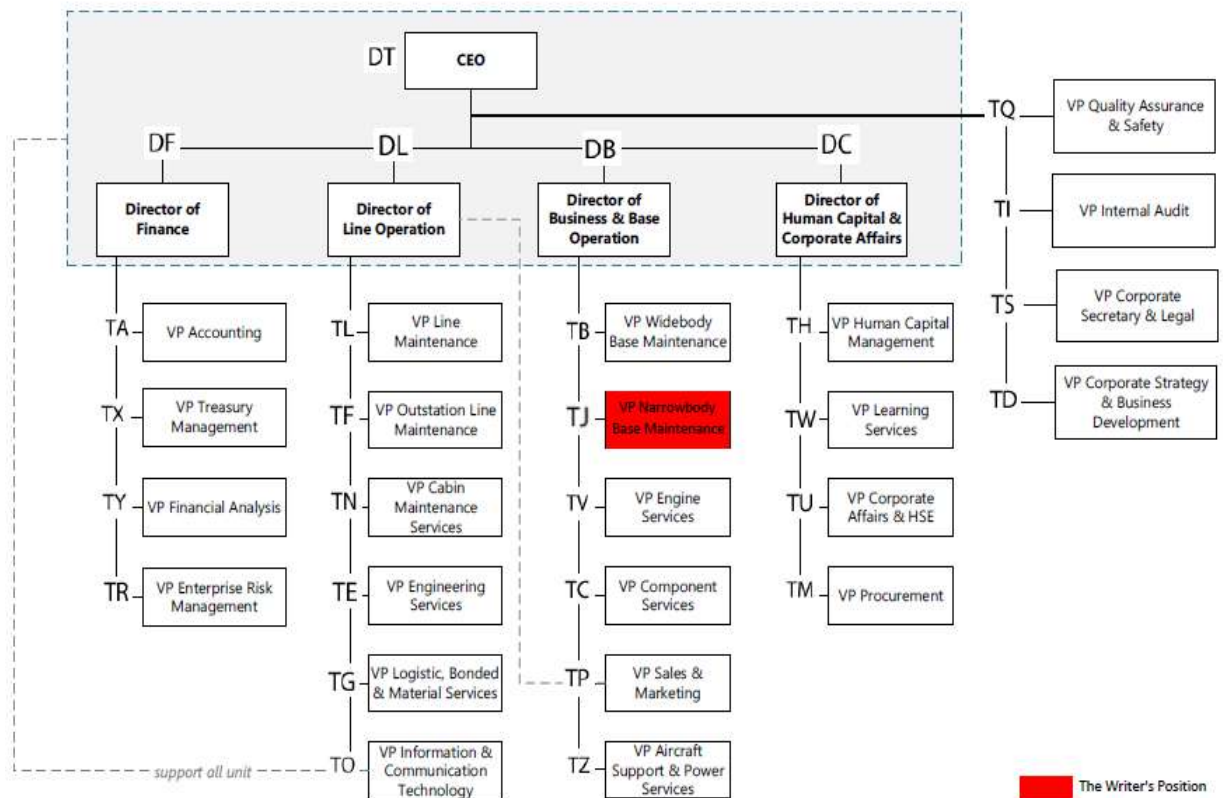
- 1949 Firstly established as Directorate of Engineering of Garuda Indonesia
- 1984 Started from Division of Maintenance & Engineering (M & E) of Garuda Indonesia
- 1998 Transformed into the Strategic Business Unit (SBU) of GMF
- 2002 Spin-Off becoming a Subsidiary under the name of GMF AeroAsia
- 2012 The beginning of program preparation of SAP system change into SWIFT
- 2013 Addition of 2 new business fields that is SBU Engine Maintenance and SBU IGTE, and the building of Hangar 4
- 2014 Significant achievement of GMF are shown by the implementation of the SWIFT IT-MRO and the commencement of the Airbus Remote Training Center
- 2015 Start operation of Hangar 4 which is the biggest narrow body hangar in the world, as a development of aircraft maintenance capacity in line with the GMF business growth
- 2016 The inauguration of GMF as Bonded Logistics Center from the Ministry of Finance of RI as a form of GMF business development and the signing of Cooperation of Operations between GMF and MMF
- 2017 Through an IPO, 10% off the issued and fully paid capital are offered to the public

2.2 Organization Chart



Organization Chart

PT Garuda Maintenance Facility Tbk.



Job and Responsibilities

2.2.1. Executive Director

Responsible to ensure the effectiveness of management, determine and direct the company strategy including the achievement of sales, marketing and business development, customer service and other commercial aspects, quality assurance, audit and communications, corporate secretary, comply with legal aspects of the Good Corporate Governance to support business of GMF AeroAsia as well as its business growth.

2.2.2. Director of Finance

Responsible to ensure the effectiveness of financial management of the company, include analyze financial activities and risk management of corporate level that may impact on the operational performance and organizational strategy, managing the blueprint of organization, managing and developing enterprise information and communication technology to support business of GMF AeroAsia as well as its business growth.

2.2.3. VP Accounting

Responsible to manage accounting

2.2.4. VP Treasury Management

Responsible to manage treasury management

2.2.5. VP Financial Analysis

Financial Analysis & Enterprise Risk Management act a guarantor of effectiveness of the management activities in financial Analysis & Enterprise Risk Management, include Ensuring and Analyzing

profitability report which has to be timely reported in accordance with the target of company, planning the company's annual budget as outlined in RKAP (Rencana Kerja dan Anggaran Perusahaan), planning a long term budget as outlined in RJPP (Rencana Jangka Panjang Perusahaan), and performing risk management at the enterprise level.

2.2.6. VP Enterprise Risk Management

Responsible to manage Enterprise Risk Management

2.2.7. Director of Line Operation

Responsible to ensure the effectiveness manage of line operation.

2.2.8. VP Line Maintenance

Manage the A/C Line Maintenance in a manner to achieve product quality, cost and TAT targets. Ensure all necessary resources are available to accomplish maintenance required plus any defect rectification performed during maintenance is carried out to the design and quality standards specified by the authority of A/C registration & operator maintenance program.

2.2.9. VP Outstation Line Maintenance

Responsible to manage outstation line maintenance

2.2.10. VP Cabin Maintenance Services

Responsible to manage Cabin Maintenances Services

2.2.11. VP Engineering Services

Responsible to manage Engineering Services

2.2.12. VP Logistic Bonded & Material Services

Responsible to manage Logistic, Bonded & Material Services

2.2.13. VP Information & Communication Technology

Information & Communication Technology (ICT) in charge of building and developing information systems and business processes to improve the productivity, efficiency, effectiveness and complains of the company's business in the commercial and airworthy aspects, finance and management of company activities. To assure ICT strategy aligned to Companies Business Strategy.

2.2.14. Director of Business & Base Operation

Provide information in supporting operational of department comply with company regulation. Perform any other task as instructed by his director within his qualifications and quality system requirement.

2.2.15. VP Wide body

Responsible to manage Wide Body Base Maintenance

2.2.16. VP Base Maintenance

Responsible to manage Wide Body Base Maintenance

2.2.17. VP Narrow body Base Maintenance

Responsible to manage Narrow body Base Maintenance

2.2.18. VP Engine Services

Responsible to manage VP Engineering Services

2.2.19. VP Component Services

Responsible to manage VP Engineering Services

2.2.20. VP Sales & Marketing

Responsible to manage Sales & Marketing

2.2.21. VP Aircraft Support & Power Services

Responsible to manage Aircraft Support & Power Services

2.2.22. Director of Human Capital Corporate Affairs

To ensure application of established procedures relating Human Capital Management, Building Management & Maintenance Support and Security Management, that support the way of GMF business and at the same time the growth of its business.

2.2.23. VP Human Capital Management

As a guarantor of the management activities of the Human Capital Development, Personal Services, and Compensation & Benefit Management & Maintenance so as to have a positive contribution in realizing the mission and vision of the company, both in terms of reaching the income and spur growth in corporate business, also become an strategic partner or advisor on the field of human resource management.

2.2.24. VP Learning Services

Support and promote effective learning in the company through the innovative use resources, people and technologies. Lead and support education and business improvement in company in collaboration with directors. Manage learning and support services to respond to company improvement needs, contribute at the corporate level to policy

development, and implement strategies necessary to achieve improved educational outcomes across all companies.

2.2.25. VP Corporate Affairs & HSE

As a guarantor of effectiveness of the management activities in Corporate Affairs, facilities maintenance and services, general part purchasing, security management, and responsible to Health, Safety & Environment

2.2.26. VP Procurement

Responsible to manage Procurement

2.2.27. VP Quality Assurance & Safety

Responsible to manage Quality Assurance & Safety

2.2.28. VP Internal Audit

Responsible to manage VP, Internal Audit

2.2.29. VP Corporate Secretary & Legal

Responsible to manage Corporate Secretary & Legal

2.2.30. VP Corporate Strategy & Business Development

Responsible to manage Corporate Strategy & Business Development

2.3 Locations

Garuda Maintenance Facility is located in Soekarno-Hatta Airport area, Cengkareng. GMF AeroAsia's 972,123 sq-m/m² site features state-of-the-art facilities and adheres to international standard. PT Garuda Maintenance Facility AeroAsia Tbk (Posko Building, 2nd Floor Soekarno-Hatta International Airport), Tangerang – Indonesia, 15125

P : +62 21 550 8692

E : gmfinternship@gmf-aeroasia.co.id

W : www.gmf-aeroasia.co.id

2.4 Products

GMF continues to position itself as an provider of aircraft maintenance and repair service that are integrated, providing services across 40 domestic Representative Offices and 5 International Representative Offices. GMF products can be mapped into Business Unit (BU) and Business Portfolio in the Program Management (PM). Business Unit consists of 8 main products including: Line Maintenance, Outstation Line Maintenance, Base Maintenance, Component Services, Engine Maintenance, Cabin Maintenance, Material Services, and Engineering Services. In addition to the main products, there are 3 other business units managed by GMF including: Furnishing & Upholstery Services, Logistic & Bonded Services, and Learning Services. The Business Portfolio consists of 2 Program Management established to support the future growth of GMF, GMF Power Services and GMF Aircraft Support Services established in 2012. Details description of GMF products and services can be explained as follows:

2.6.1. Line Maintenance

GMF provides Line Maintenance services for domestic and international flight at Soekarno-Hatta Airport, Cengkareng, Banten. Line Maintenance is handling aircraft maintenance such as Pre-Flight Check, Transit Check, Daily Check, A Check (the maintenance up to 600 flight hours), as well as various other types of maintenances. Besides being able to perform light maintenance on B737, B747, B777, A320, A330, CRJ1000 and ATR72,

Line Maintenance also handles overnight transit and emergency AOG (Aircraft on Ground) services. The MCC (Maintenance Control Center) facility on Line Maintenance aims to reduce unscheduled maintenance and technical delays.

2.4.2 Outstation Line Maintenance

Beside in Soekarno-Hatta Airport, Cengkareng, Banten, GMF provides Line Maintenance services for domestic and international flights covering 40 areas throughout Indonesia as well as 5 areas in the worldwide covering Amsterdam, Jeddah, Tokyo, Singapore and Sydney. The maintenance service provided by Outstation Line Maintenance is the same as the maintenance service provided by Line Maintenance in Cengkareng.

2.4.3. Base Maintenance

By the three hangar facilities, Base Maintenance is able to perform heavy check routine, major modifications, aircraft exterior painting to decorative finishing, modification, major structural improvements, as well as aircraft maintenance and overhaul. The types of aircraft that have been certified by DKU-PPU, FAA, EASA and other aviation authorities are A319/A320, A330, B737-300/400/500/700/800, B747-100/400/300/400, B777, CRJ1000, and ATR72. Base Maintenance works on a wide hangar, which can accommodate 7 wide-bodied and 16 small-bodied aircraft simultaneously. This capacity will continue to grow as development of GMF hangar in the future. Component ServicesComponent Services have several workshops such as Avionics Workshop, Electro Mechanical and

Oxygen Workshop, Ground Support Equipment Workshop, and Calibration and Non-Destructive Test (NDT) Workshop. The workshops are important facilities in component maintenance for aircraft series B737, B747, A320, A330, B777, CRJ1000, and ATR72. Component Service is also certified by DKU-PPU, FAA, and EASA, and ISO 9000. Unit Component Services capabilities includes repair and overhaul for aircraft instruments, electronic controls, radar and navigation, flight data recorders and gyros. To ensure the performance quality, workshop and laboratory of GMF are equipped with the high-tech testing equipment including ATEC (Automatic Test Equipment Complex), IRIS, INS (Inertial Navigation System), IDG and Universal Testing Equipment. Component Services also offers the customers to maintain the availability of material supplies through component pooling services

2.4.4. Engine Maintenance

With the facilities of Engine Workshop and Engine and APU Test Cell, Engine Maintenance is able to performed aircraft engine maintenance and Auxiliary Power Unit (APU) such as CFM56-3 and APU GTCP85 installed on B737-300/400/500 series aircraft, CFM56-7 and APU GTCP31-9B installed on B737NG series aircraft, as well as APU GTCP131-9A type installed on A320 series aircraft. Engine Maintenance is also planning to increase its capability in performing CFM56-5 engine maintenance for A320 series aircraft and PW100 for ATR series aircraft.

2.4.5. Cabin Maintenance

The Cabin Maintenance service provided by GMF is an aircraft cabin service (including in-flight entertainment) for domestic and international flights at Soekarno-Hatta Airport, Cengkareng, Banten. Cabin maintenance is performed during Preflight Check, Transit Check, Daily Check, Monthly Inspection, or A Check for B737, B747, B777, A320, A330, CRJ1000 and ATR72. Meanwhile, the cabin maintenance of aircraft which is outside Cengkareng is performed by Outstation Line Maintenance

2.4.6. Material Services

Material Services offers spare parts provider service, aircraft component management, material sales and purchase, and AOG services. Supported by wide network services, GMF maintain the available of material stock in the high scale to support the services such as inventory management, parts trading and loan, exchange, inventory management, and AOG service by efficiently and cost-effective.

2.4.7. Engineering Services

Engineering Services provides services of standard maintenance program, modification and control, reliability control program, data communication services from aircraft to land, management and distribution of aircraft maintenance guidebook, and expert service. Since 2010, GMF has been certified by DOA (Design Organization Approval) from DKU-PPU. GMF

has demonstrated its ability to handle modern jet power plants equipped by adequate workshop facilities.

2.4.8. Furnishing & Upholstery Services

Furnishing & Upholstery Services provides aircraft interior maintenance and support services. The offered services such as cabin interior services including cabin recondition, refurbishment, reconfiguration, and modification, cabin interior part supply including spare kit supply or single part, and cabin interior part manufacturing & testing including PMA/OOP (Owner/Operated Produced) Part through DOA process.

2.4.9. Logistics & Bonded Services

Logistics & Bonded Services offers freight forwarding services for domestic shipping, export, import, custom brokerage, packaging, warehousing, AOG services, and Bonded Logistics Center (PLB) facilities. One stop logistic services could be an option for customers who want to use multiple services at once.

2.4.10. Learning Services

To strengthen GMF's position in the MRO industries, a training curriculum cooperated with world-class aviation industries and several aircraft manufactures such as Boeing, Airbus, General Electric, Rolls-Royce and CFMI. It's has meet the requirements of FAA and EASA, GMF Learning Services has also received approval from DKU-PPU, the AMTO (Aircraft Maintenance Training Organization) with CASR 147 certification. The graduates of GMF Learning Services are expected to

have knowledge competence as well as comprehensive practice in supporting the world MRO industry.

2.5 Facilities

2.5.1. Hangar 01

Hangar 1 features a purpose-built docking platform for heavy maintenance of wide body aircrafts (22,000sq-m)

2.5.2 Hangar 02

Hangar 2 dedicated to minor maintenance inspections up to “A” checks (23,000sq-m)

2.5.3 Hangar 03

Hangar 3 is equipped with a purpose built docking platform for heavy maintenance of Airbus A330 Series (23,000sq-m)

2.5.4 Hangar 04

Hangar 4 has the capacity serve up to 16 narrow-body aircrafts, featuring one line dedicated as a painting hangar (66,940sq-m). The operation of Hangar 4 in 2015 as the largest narrow body hangar in the world that has 16 line aircraft capacities is a step in the development of aircraft maintenance in accordance with the demands of the company's business growth.

2.5.5 General Storage

A storage place for aircraft parts.

2.5.6 Workshop 01

A place for fixing the wings and tails of the aircraft, to overhaul tire pairs and a place to processed the forming component.

2.5.7 Workshop 02

A place to repair the components such as, avionics in the cockpit, radio, radar and others.

2.5.8 Utility Building

A place that has a function as an electric power provider such as, set of generator and medium voltage transformer.

2.5.9 Water Treatment

A place that provide facilities for all fluid needs used in maintenance process and others.

2.5.10 Ground Support Equipment (GSE)

A Workshop to maintain and repair all required equipment to support the aircraft.

2.5.11 Special Storage (SS)

A storage warehouse for chemicals and aircraft fuel.

2.5.12 Engine Test Cell

A place to provide facilities to improve and test the performance of the engine before installed on an aircraft.

2.5.13 Management Building

A place to monitor or manage all activities conducted at PT GMF AeroAsia.

2.5.14 Engine Maintenance

A place for maintenance or repair the aircraft engine problems.

2.5.15 Apron

A place to park aircraft that have and have not completed the maintenance process.

2.5.16 Run Up Bay

A place to test aircraft engines that have been maintained.

CHAPTER III

DISCUSSION

3.1 Description

In this section, I would like to answer the statements of problem in chapter I, they are (1) how English is used in writing an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia and (2) what are the rules which followed by a planner to achieve safe maintenance process in PT Garuda Maintenance Facility AeroAsia.

3.1.1. Using English in writing an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia

In writing an aircraft maintenance plan, a planner is expected to use English language efficiently. The planner used English to be able to communicate with other parties, such as customers and engineer. Because of the importance, English acted as the medium to communicate both in spoken and written form. I, as the planner division staff, used my English ability to write an aircraft maintenance plan during my internship days in PT Garuda Maintenance Facility AeroAsia.

As a planner, written communication was a common way to communicate between staff and engineer at the hangar. Since aircraft documents mostly were technical, I had to learn about SE (Simplified English) as a planner division staff. SE itself was a restricted language composed for documents that corresponds the standard which eliminates lexical, syntactic, and semantic ambiguity (Shubert, Spyridakis, Holmback and Coney, 1995a). Using SE was a great help for a planner to easily find specific information in various manuals or technical

documents. In this chapter I used excel sheets of the aircraft maintenance plan to explain about SE. SE itself has a certain style that has to be followed by a planner to make a text more readable.

3.1.1.1. Rules of writing in SE

Even though writing has many rules, SE has its own rules to follow. According to Shubert, Spyridakis, Holmback and Coney(1995a), there were few rules in SE writing style, such as using simplest form of words, avoiding past participle verbs, and keeping the sentences as short as possible. Since there were also some abbreviations in aircraft technical documents, using simplest form of words made the planner easier to read and check the documents. There were also brief description about terms and the simple words made the text more effective to read. When a planner planned the aircraft maintenance routine, he or she should keep the sentence short as well.

The maintenance plan document mostly was written in English. There was a condition where the maintenance document did not use English, and it was when Garuda Maintenance Facility AeroAsia handled aircraft maintenance from local airlines. The documents were usually written in *Bahasa Indonesia*, to make it easier since most of the maintenance staff were Indonesian. However, the staff still had to learn and understood English since the company served for airlines from other countries as well.

First, a maintenance planner has to use the simplest form of word. Since all of the aircraft documents including maintenance plan are written in English, a

planner must make it simple because the reader of the plan needed to quickly understand what a sentence meant. Take a look at this excerpt.

63	20	IN	Preload Material	Material Coordinator order to Logistic to send the material close to aircraft
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Figure 1 A part of GMF Maintenance Plan when the aircraft is in for maintenance

This excerpt was from the maintenance plan which the staff has to read in order to do the maintenance task. In this part, the aircraft was already in the hangar and it needed material to complete the maintenance. Therefore, the planner had to assign the material coordinator to order those materials to logistic department and put the materials close to the aircraft. In order to deliver this command, the planner team and I made the plan easy to read for the staff. The maintenance plan was a technical document, therefore the simpler the better. The words used such as “order” “to” “send” “material” “close” “aircraft”, they were simple and easy to remember. For example, the planner team and I used the word “order” not “purchase”. The word “order” was simple and familiar, that the staff with limited English could understand it directly. I also used “send” instead of “deliver” to make the instruction readable by everyone included in maintenance process.

Take a look at another excerpt.

15	PRE	Analysys Work Scope	A. A/C Planning TJP-3 review the Work Scope to define total mhhrs / cost	Proposal MHRS
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Figure 2A part of GMF Maintenance Plan before the aircraft processed to maintenance

In this part of the maintenance plan, the maintenance planner instructed the A/C Planning TJP-3 staff to review the Work Scope (area in an agreement where the work to be performed is described). And after reviewing the Work

Scope, A/C Planning TJP-3 staff has to calculate the mhrs (man hours) / cost of the maintenance. In this case, the planner team and I used simple words such as “review”, “to”, “define” because these words were easy to remember and the staff who read the plan did not get misunderstand with the assigned task.

I and the planner team used these words because these words were understandable. The plan must be readable enough to be understood by every parties included in the maintenance process. Understanding the instruction was important because many accidents that happen in the maintenance process were from the failure to understand the instruction written in the maintenance plan. Therefore, the use of simple words was useful to avoid such accidents.

Fortunately, the planner team stated that recently all of the new recruited staff in Garuda Maintenance Facility AeroAsia must take TOEFL and TOEIC test in order to fulfill the need in English knowledge. But this rule was only applied after 2017, and before that the staff did not have to follow this rule. This resulted in the lack of English knowledge among the staff in Garuda Maintenance Facility AeroAsia. The reason for applying this rule was to make sure all of the staff was competent and understood English to understand all of the technical documents that were used in the company especially for maintenance. Therefore, the staff that was accepted before 2017 must follow other recently hired staff to catch up with their English ability in order to understand the maintenance plan documents.

Second, a planner has to avoid past participle verbs. Past participle verbs in a sentence might confuse the staff if they did not remember which word has the regular or irregular verbs. Take a look at this example.

25	PRE	Provide Maintenance Work Package	A. Account Manager received All Maintenance Work Package from Customer	Route Sheet
26			B. Account Manager hand over the Work Package to Planning Engineer	Route Sheet
27			C. Planning Engineering(TBS-5) review all the Task Cards such Routine, AD,SB,CPCP,SI,SSID,HT,MOD, Job Card Inventory including RII List, Critical Taks List, CDCCL/ALI List, N/A List, ETOPS List if not provided by customer	Preparation & Compliance Data
28			D. Planning Engineering(TBS-5) define standard mhrs, elapse time, mpwr required, skill, zone for every single job card	
29			E. Planning Engineering(TBS-5) conduct review weekly meeting with PM, Planning & Dock Coordinator to define daily menu including total mhrs/elapse time and mpwr required	

Figure 3 Maintenance plan from before the aircraft entering the hangar for maintenance

This is the excerpt of maintenance plan, part pre-maintenance of an aircraft. These alphabets in the list were representing the order of the activity (Provide Maintenance Work Package). For example, bar D it says “Planning Engineering (TBS-5) define standard mhrs (man hours), elapse time, mpwr (man power) required, skill, zone for every single job card”. Here, I would like to focus on the word “define”. “Define” was first form of verb. This word has many other forms, such as 3rd person present used “defines”; past tense used “defined”, past participle used “defined” and gerund or present participle used “defining”. In this case, I used the word “define” because I had to avoid using the past participle verbs. Past participle verbs can be confusing and difficult to understand if the person who read the plan did not really understand English.

The reason why the maintenance plan must avoid using past participle verbs was to make parties included in maintenance process understand the meaning of a sentence quickly. I had to be more considerate as many people were referring to this plan in the hangar. Since not all of the staff was fluent in English, the planner team should make it simple and readable in order to achieve the same understanding about the instruction.

Third, a planner must keep the sentence as short as possible. This helped the reader of the maintenance plan quickly get the meaning of the sentences written. Take a look at this excerpt.

33	5	PRE	Provide Bill of Material including Component List and Up load Material Request Monitoring & Send to Material Planning	A. Planning Engineering create Bill of Material based on Work Scope and Up load to MRM tool
34				B. Bill of Material send to Material Planning, Material Coordinator
35				C. Component list send to Component Coordinator

Figure 4 Pre-maintenance in Maintenance Plan about Billing

This was an example of a procedure of how to provide bill of materials to other departments. Procedure text in technical documents has to be written in active voice like the example showed. The plan itself was made simple because the maker (maintenance planner) and the reader (maintenance staff and technicians) had to do things quickly therefore the simpler instruction the better. I found this was helpful because when I read technical procedure in non-SE writing style, I felt that the text was too much and I could not quickly understand what the meaning of the instruction. Of course, my English ability was needed because even using SE, if one's not able to use English than it would be difficult.

Other than that, in procedures, I have to limit maximal twenty words per sentence. The word limitation in SE according to Shubert, Spyridakis, Holmback and Coney (1995a) is suggested twenty words per sentence in procedure texts. Technical documents tended to be short and to the point, therefore the limitation suggested helped me understand the sentences in technical procedures texts. I thought this was also very helpful to read the procedure quickly and then to do the task quickly as well. When I found this very helpful, I was sure that the

maintenance staff also helped with this limitation because the staff has limited time to do the maintenance process.

3.1.2. Rules for planners to achieve safe maintenance process

An aircraft maintenance planner is a person whose responsibility is arranges plan for regular aircrafts' maintenance in Garuda Maintenance Facility AeroAsia. A planner, even though he or she might not be present in the hangar to do the maintenance process, he or she was the one who is responsible for any improper maintenance plan. Therefore, aircraft maintenance planning should be done thoroughly and effective in order to achieve safe maintenance process.

The whole aircraft maintenance planning process took a planner a lot to consider, as the maintenance work involved many people and tools at once. Since the maintenance plan was written in English, the planner should follow the rules in SE when writing the maintenance plan in order to help the maintenance staff understood the instruction given in the plan. If the maintenance staff failed to understand the instruction written in English, some accidents might occur and the disturbing the maintenance process. The maintenance staff must always refer to the maintenance plan in English to be able to precede the maintenance work. Thus, English is important both in maintenance planning as well as the maintenance process. At Garuda Maintenance Facility AeroAsia, the company has been referring to Aircraft Base Maintenance Planner (ABMP) for maintenance process safety. Maintenance planner should also verify all of maintenance steps according to ABMP guide.

Aircraft maintenance work has a high risk of human errors in the process and it can lead to accidents as it involves many people at the same time. Regarding these problems and risks, according to Fridlyand (2016), an aircraft maintenance planner has to follow some rules. They are prioritizing the plan over anything, having a good communication, and setting the right time and resources required.

First, a planner must prioritize the plan over anything in order to complete the maintenance plan. The reason why a planner must prioritize the plan is to make sure the plan is completed in the most efficient way possible. As one of the planner's team members, I usually had to be very organized because in the team, we had to be very careful in planning the maintenance plan. The maintenance process took various length of time and depending on the type of the aircraft, the shortest could take between six and 24 hours and the longest could take up to three weeks. There were not always an aircraft release for maintenance, but every time it did, the team and I would be busy and serious. I tried not to look at phone too much and reducing my other activity in order to match the team's pace in planning the aircraft maintenance. The planner team should also arrange everything from the beginning of the maintenance until an aircraft released from maintenance process. Since I had no other task to do, I had the chance to be more focus in one activity. I saw that every time an aircraft came in to receive the maintenance, the planner team was busy and prioritizing to arrange the maintenance plan first. The planner team and I watched from the top part of the hangar in order to oversee the maintenance process. I was told that this oversee activity is important since maintenance process has high risk of accident hence the

maintenance planner has to do the activity. Therefore, I was glad got the chance to do this activity during my internship.

Second, an aircraft maintenance planner should have a good communication. Communication here means the communication between maintenance and production staff and other parties included. Since main communication in the maintenance facility used documents, the planner team and I mostly communicate in written form. The planner team and I had to be able to communicate through the plan with the others to ensure there will be no misunderstanding in the maintenance work. Other than that, the maintenance planner has other job to do such as arranging the slots and hangar and assign which maintenance staff to handle certain maintenance task. Each planner in the team has to do other job such as mentioned before. Apparently, not everyone is always assigned to arrange the maintenance plan because each of them has other responsible. Besides, the relationship between the staff needed to be good to avoid communication barriers or miscommunication. I tried to build a good relationship with the operators and technicians in order to achieve safe maintenance process. It was a little bit overwhelming as there were many people who involved in maintenance work. I tried to get to know them by following my team partner to meet the technicians who would handle the aircraft assigned to be maintenance. I just know that a planner was required to interact and communicate regularly with other parties in maintenance work.

Third, an aircraft maintenance planner should set the time and resources the maintenance work needed. As stated before, maintenance work has a high risk of

human error; therefore a maintenance planner should be able to cover all of these risks. Setting the time and resources needed was very important because many things could happen, including accident. For example, supposed the planner did not set the time for certain aircraft to maintenance. The result would be obvious, the aircraft might not get the time slot to maintenance and had to get back to their respected company. The resources also fundamental because the planner had to assign which team and technicians would attend an aircraft maintenance. Each task in maintenance has different difficulties therefore the planner should also plan who would do the task. I could not do much in this part because the planner team had it covered already. But I got the chance to see how they assign the staff or team to finish the maintenance work. The planner team should also be very careful because they had to choose based on the staff's competence. The maintenance planner has to make sure that workers have the skills required to do necessary tasks.

3.2 Obstacles

3.2.1. Obstacles in using English to write an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia

There were obstacles when I tried to write an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia. *First*, I knew and research myself about writing a plan, but turned out writing aircraft maintenance plan was a whole different thing. The difference was in aircraft maintenance plan; the planner should use Simplified English (SE). I did not aware of it and found some

difficulties in writing the maintenance plan. At last, the staff there gave me the book about SE and I tried to learn and be familiar with SE.

Second, I was not familiar with the terms in aviation industry. I read a lot about those terms and I could not really process what that meant. For example, I did not understand about the terms ETOPS (Extended-range Twin-engine Operational Performance Standards). But after I gathered information and asked the staff about it, now I knew what that meant. There were many other terms that I did not familiar with and I was glad I could learn it in PT Garuda Maintenance Facility AeroAsia.

3.2.2. Obstacles in discovering the rules which have to be followed to achieve safe maintenance process in PT Garuda Maintenance Facility AeroAsia

There are obstacles when I tried to discover the rules required to achieve safe maintenance process in PT Garuda Maintenance Facility AeroAsia. *First*, I did not know the flow of how the maintenance works from the start until finish. I did not learn about the flow immediately because the staff assigned me to do other task. At first I just knew that maintenance works took a long time, but I did not know what the steps are and how to do it properly. But as time goes by I had the basic knowledge about the how to make sure the maintenance process was safe for the staff.

Second, I struggled a lot when I had to focus on one task. When I was an intern, my task was not only following how to make the maintenance plan. I had to help other staff as well regarding English as some of them did not fluent. It was about my time management, I could not manage it well. But at last, I managed to get

both things done and I learn a lot about time management from my internship days.

3.3 Added Values

3.3.1. Added values in using English to write an aircraft maintenance plan in PT Garuda Maintenance Facility AeroAsia

Even though I was not familiar with SE at that time, I was glad that I could learn it from my internship days. It was very useful and I realized SE had helped me a lot during internship because I needed to use this restricted language a lot. Aspects such as using simple words and keeping the sentence as short as possible were new knowledge for me when learning SE. Now I have become more familiar with SE.

3.3.2. Added values in discovering the rules which have to be followed to achieve safe maintenance process in PT Garuda Maintenance Facility AeroAsia

As a job with high risk of accidents, maintenance planner has strict rules that should be followed in order to achieve safe maintenance process. Every person and tools involved in maintenance process should be assessed by the maintenance planner to get even better results. I got more familiar with this job and I hope I could learn more about this job.

3.4. Related Courses

3.4.1 Writing

This course taught me how to write various texts such as description. This course helps me a lot in writing report in my internship days.

3.4.2. Structure

This course taught me how to arrange sentences and its various verbs, noun, etc. this course also taught me how to correct some typo or incorrect grammar in a text.

3.4.3. Business Communication

This course taught me what the core of business communication is. This course also helps me a lot when I had to interact with fellow staff or maintenance staff.

3.4.4. Etika dan Kepribadian

This course taught me how to behave in working circumstances, and get to know how to deal with fellow staff at work.

3.4.5. Practice in Translation

This course taught me how to properly translate from source language to target language and understand about the theories of translation.

3.4.6. Reading

This course helped me to identify types of contexts as well as specific details and aspects needed in an ideal reading text especially SE.