

BAB V

CONCLUSION AND SUGGESTION

A. Conclusion

The writer carried out job training for a period of approximately 4 weeks at Airport Service Improvement Section of PT. Angkasa Pura I (Persero) Yogyakarta International Airport. The unavailability of guidance book in English was one of the reasons for the writer to carried out job training at Yogyakarta International Airport because the availability of guidance book in English was expected to be able to help customer service in dealing with foreign tourists.

In carried out the job training, the writer conducted field observations to seek information related to customer service at Yogyakarta International Airport as material for made the English guidance book. The writer conducted interviews with the manager of the Airport Service Improvement Section and one of the customer services staffs. In addition to the two methods, the writer used documentation during the implementation of job training, such as took pictures of airport facilities and information supporting documents included in the final project report or in the English guidance book. As a complement to the data, the writer also conducted a literature study from various documents related to services at the airport that were in accordance with the topic written.

In prepared the English guidance book, many steps have been taken by the writer, namely made observations to determine the main object, discussed with

related parties, drafted, designed book covers, consulted both with the manager and supervisors, printed books, to submitted to the airport officially through the manager of the Airport Service Improvement Section. From the process that was felt during approximately 4 weeks of job training, the writer realized how different it was from the period of study and the period when the writer directly to the field. Basically, the author always applies the knowledge gained while still doing tourism lectures in class. The writer has gained a lot of experience during job training at PT. Angkasa Pura I (Persero) Yogyakarta International Airport which has never been experienced during college. By practiced directly, the writer can open up opportunities to develop abilities in the field of tourism and English. In addition, the writer was able to develop her writing skills to be able to produce a product in the form of an English guidance book for customer service at Yogyakarta International Airport. By carried out job training, the writer can also exchange ideas, knowledges, and experiences with all the customer service staff who was there to be able to assisted writers in solving problems and assist writers in completed the guidance book. The results of made this customer service guidance book certainly have a positive impact on both the author and the airport. The writer hoped that this step could become a form of good communication from both the faculty and institution.

Even though there were some difficulties the writer experienced during the job training process, this was not used as one of the reasons for the writer to continue to develop. The writer hopes that during the implementation of this job training it can add to the writer's insight in the world of tourism, especially

about providing public services as customer service. In addition, the writer also hopes that the products that have been produced can help improve public services at the Yogyakarta International Airport.

B. Suggestion

The writer has suggestions or input that is expected to be useful or can be evaluation material for the PT. Angkasa Pura I (Persero) especially at Yogyakarta International Airport, among others:

1. The faculty should be able to establish direct communication with institutions so that good relations and cooperation are established between institutions and faculty.
2. PT. Angkasa Pura I (Persero) Yogyakarta International Airport can improve the quality of services provided by customer service to airport service users, especially in terms of greeting the initial time before providing services.
3. Customer service staff at PT. Angkasa Pura I (Persero) Yogyakarta International Airport is expected to always improve or update knowledge about flight information that applies especially at Yogyakarta International Airport, Kulon Progo.
4. PT. Angkasa Pura I (Persero) Yogyakarta International Airport is needed to organize various language training that is often used by service users of Yogyakarta International Airport, especially English considering that service users are not only from Indonesia, but also abroad.