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SUMMARY

This report is entitled "Departure Procedure Video for Domestic and International Flight at Yogyakarta International Airport" and is based on job training that was carried out at PT Angkasa Pura I (Persero) Yogyakarta International Airport, Kulon Progo on May 02, 2023 - June 30, 2023. PT Angkasa Pura is one of the Limited Liability Companies engaged in air transportation in Indonesia.

This job training aims at producing a departure procedure video for domestic and international flight at Yogyakarta International Airport, to know the obstacles and to find the right solution to overcome the problems experienced during the video making process.

Three methods were done in implementing this job training, namely observation, interview, and documentation. Observations were made in the first week by monitoring the activities and habits of airport users in the departure area at Yogyakarta International Airport. Interviews were conducted by asking several questions to visitors who wanted to make a flight and Customer Service officers in the departure area. Documentation was conducted by taking pictures and videos of activities and facilities in the departure area of Yogyakarta International Airport.

In implementing the job training, the duties of the Airport Operation Landside and Terminal unit which is responsible for all airport operations and providing services for users. The writer made videos of procedures in Indonesian and by English so that service users can be easier to understand the stages that must be passed when going on a flight and know the departure area at Yogyakarta International Airport.

Obstacles in making videos are the limitations regarding the world of airport and the division of work time with the video shooting process, there were areas that were not allowed to be taken pictures or videos. However, they can be overcome by consulting the unit supervisor and other officers in the related area.

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RINGKASAN

Laporan ini berjudul "Video Prosedur Keberangkatan Penerbangan Domestik dan Internasional di Bandar Udara Internasional Yogyakarta" dan dibuat berdasarkan praktik kerja lapangan yang telah dilaksanakan di PT Angkasa Pura I (Persero) Bandar Udara Internasional Yogyakarta, Kulon Progo pada tanggal 02 Mei 2023 - 30 Juni 2023. PT Angkasa Pura merupakan salah satu Perseroan Terbatas yang bergerak di bidang transportasi udara di Indonesia.

Praktik kerja ini bertujuan untuk menghasilkan video prosedur keberangkatan untuk penerbangan domestik dan internasional di Bandara Internasional Yogyakarta, mengetahui kendala dan mencari solusi yang tepat untuk mengatasi masalah yang dialami selama proses pembuatan video.

Terdapat tiga metode yang dilakukan dalam pelaksanaan job training ini, yaitu observasi, wawancara, dan dokumentasi. Observasi dilakukan pada minggu pertama dengan melakukan pengamatan terhadap aktivitas dan kebiasaan pengguna jasa bandara di area keberangkatan di Bandara Internasional Yogyakarta. Wawancara dilakukan dengan mengajukan beberapa pertanyaan kepada pengunjung yang ingin melakukan penerbangan dan petugas Customer Service di area keberangkatan. Dokumentasi dilakukan dengan cara mengambil gambar dan video aktivitas dan fasilitas di area keberangkatan Bandara Internasional Yogyakarta.

Dalam pelaksanaan kerja praktek, penulis mempelajari tugas-tugas dari unit Airport Operation Landside and Terminal yang bertanggung jawab terhadap seluruh operasional bandara dan memberikan pelayanan bagi pengguna jasa. Penulis membuat video prosedur dalam bahasa Indonesia dan bahasa Inggris agar pengguna jasa dapat lebih mudah memahami tahapan yang harus dilalui ketika akan melakukan penerbangan dan mengetahui area keberangkatan di Bandara Internasional Yogyakarta.

Kendala dalam pembuatan video adalah keterbatasan mengenai dunia kebandarudaraan dan pembagian waktu kerja dengan proses pengambilan video, ada area yang tidak diperbolehkan untuk diambil gambar atau video. Namun hal tersebut dapat diatasi dengan berkonsultasi dengan supervisor unit dan petugas lain di area terkait.