CHAPTER V
CONCLUSION AND SUGGESTION

A. Conclusion

I conducted job training for 8 weeks at the Airport Operation Landside and Terminal Unit of PT Angkasa Pura I (Persero) Yogyakarta International Airport. During the job training, I observed the activities of airport users in the departure area, in the implementation it turned out that there were still many passengers who did not know the stages for making flights and were not familiar with the departure area at the airport, with this procedure video it would help passengers to know the stages of departure area specifically at Yogyakarta International Airport. Then from these observations, I also conducted observations and interviews with airport officers to obtain information related to materials for making departure procedure videos. Not only airport officers, I also conducted interviews with the passengers. In addition to using these methods, I also took documentation during the implementation of practical work, such as taking pictures of airport facilities and supporting information documents included in the final project report.

From the process that was felt during approximately 8 weeks of work practice, I realized how different it was from the lecture period and the time when I went directly to the field. I have gained a lot of experience during work practice at PT Angkasa Pura (Persero)

Yogyakarta that has never been experienced during college. The results of making video procedures certainly have a lot of positive impact on the writer by knowing all the stages, areas at the airport and to know the process of making professional videos. I hopes that during the implementation of this job training can add insight in the world of tourism and I also hopes that the products that have been produced can help improve public service services at Yogyakarta International Airport.

B. **Suggestion**

Based on data collection and job training that has been carried out by the writer, there are several suggestions for improving airport services in the social media sector. Airport social media managers need to provide informative content for service users more often. The role of social media related to educational platforms is very important in the current era of globalization. This can make social media platforms more informative because service users can be more easily and updated regarding the procedures available at the airport, not only that, by uploading informative content this can also provide an overview to visitors regarding the facilities available at the airport. This can also be used as one of the airport's promotional media related to the completeness of facilities and services at the airport so that it can attract passengers to fly through Yogyakarta International Airport.