

## **CHAPTER I INTRODUCTION**

The writer conducted her field practice in Radin Inten II Airport from May 2<sup>nd</sup> to June 30<sup>th</sup>, 2011. During the execution of Field Practice, the writer learnt some information about the institution. Radin Inten II Airport is one of the air transportation that has a vital route in Lampung because this transportation is practical to be used by many people or visitors, domestic and foreign visitors. Radin Inten II had many changes since it was Branti Airport until it becomes Radin Inten II Airport. The change is not only in its name, but also its development in facilities. All the developments were carried out to maximize the public service, to make passengers comfortable, and enjoy their flight.

In this chapter the writer will discuss about the history of Radin Inten II Airport, main duty and the organization. All of them will be explained in the next paragraphs.

### **1.1 History of Radin Inten II Airport**

Radin Inten II was established in 1943. The name Branti Airport was based on the telex of General Secretary of Communication Department No. 378/TLK/PERHUB/VII/85 on August 22<sup>nd</sup> 1985 due to the aircraft accident where a stewardess named Branti died. It is located in Branti Raya village,

Natar, South Lampung, exactly in Alamsyah Ratu Prawiranegara Street Km. 28 Branti Raya. Then the distance to the nearest city is 28 km from Bandar Lampung. The width area of terminal is about 2.016m<sup>2</sup>. It was heritage of Japanese government where it was still called Tanjungkarang Airport and in 1946 the airport was handed over to the Indonesian Air Force. From 1946 until 1955 this airport was maintained by DETASEMEN AU/ Indonesian Air Force. At the time, the commercial flight had not been operated yet. In 1955 the management of this airport was handed over to the civil flight society (DPS) because the DETASEMEN AU/ Indonesian Air Force had to move ASTRA KESTRA in Menggala, North Lampung. In 1956 Garuda Indonesia Airways (GIA) pioneered to open the first flight for public route from Jakarta to Lampung or Lampung to Jakarta. The first flight was begun three times a week by using Barron aircraft and it was changed by Dakota aircraft. In that year (1956) the length of the runway was only around 900 meters.

In 1963 Branti airport was given officially to Lampung resident and in 1964 the management of this airport was handed over to Civil Flight Society (DPS). In 1967, Civil Flight Society (DPS) began to build runway development. It was built as taking off landing basement for F-28 aircraft and the length of runway became 1520 meters. In 1976, the development of new runway had finished and then officially opened in June 1976 by the General Director of Air Transportation, Mr. Marsma Kardono by using FOKKER-28 MK-300 aircraft. And the new runway became 1850 meters.

Since August 14<sup>th</sup> 1989, Garuda Airways (GIA) stopped their flight route from Jakarta to Lampung or Lampung to Jakarta. Then Merpati Airline

(MNA) took over the flight. MNA served seven flights everyday by using CN-235 aircraft, and served charter flight or incidental too.

In 1955, new terminal was officially legitimated by Minister of Communication exactly on May 22<sup>nd</sup> 1955. And then according to letter of Air Communication No. 8KM 10/1997 on 24 July, 1997 the name of Branti Airport was changed by Radin Inten II airport.

## **1.2 General Information of Radin Inten II Airport**

This information is for public which is provided in each unit in order to find the information about the airport.

1. Name of city : Bandar Lampung
2. Name of Airport : Radin Inten II
3. Class of Airport : II (two)
4. Manager : Directorate General of Air Traffic
5. Operational time : 06. 00- 18. 00
6. Operation Classification: Non Precision Instruments
7. Operation ability : Boeing 737 Series 200, 300, 400
8. Air Traffic Service (LUU Service) : ADC, RDARA
9. Flight Accident Aid and Fire Company (PKP-PK) unit classification :  
IV(Fourth)
10. Location coordinate : 05° 14' 25, 77 LS 105° 10' 31, 97" BT
11. Elevation : 283 feet(MSL)
12. DPPU : Unavailable
13. Meteorology : Available

14. The distance to the nearest city : 28 km from Bandar Lampung
15. Province : Lampung
16. Regency : South Lampung
17. Sub District : Natar
18. Village : Branti
19. Address : Alamsyah Ratu Prawiranegara Street Km. 28  
Branti Raya
20. Phone Number : (0721) 769 7115/(0721)769 7114
21. Fax : (0721) 769 7321
22. Telex AFTN : WICTY DYX
23. Code (ICAO/IATA) : WICT/TKG

### **1.3 Characteristics, Main duties and Function of Radin Inten II Airport**

In this part, the information about characteristics, main duties, and functions of Radin Inten II Airport is presented.

#### **1.3.1. Characteristics of Radin Inten II Airport**

According to Regulation of the transportation ministers No.7 in 2008 on June 22<sup>nd</sup>, 2008, airport is a technical implementation unit in the environment of Directorate General of Air Transportation. It is responsible to the director general of air transportation and Airport is lead by a chief. This regulation was recorded in book of classification organizations criteria of implementing airport technical unit by Directorate General Air Traffic. Radin Inten II Airport is government

department which gives public service not only for people but also for goods and even though it has been classified as Airport class II but it was established as a place to carry out Field Practice. In other words, Radin Inten II Airport is a government department which provides public service in air transportation. It provides facilities such as terminal, parking area, restroom, canteen, waiting room, ticket agent counter, money changer, etc.

### **1.3.2. Main Duties of Radin Inten II Airport**

According to the Letter of Communication Minister No. KM 68/2002 on October 2002, the main duties of Radin Inten II Airport are to carry out coordination on facility, observation, control and service to guarantee security, safety and smooth aviation in the airport also orderliness in the airport. Beside that, Radin Inten II Airport also gives Air Traffic Services which has purposes for preventing crash between aircraft in the air, maintaining order and smooth flow of air traffics, giving advice and useful information for flight safety and efficiency.

### **1.3.3. Function of Radin Inten II Airport and Its Explanation**

The functions of Radin Inten II Airport are organizing and controlling air traffic; arranging the safety and security of air traffic; giving and maintaining the facilities of the airport; organizing and arranging the ground handling in order to get smoothness for passengers and goods; organizing and controlling security and orderliness hygiene and

sanitation of the Airport; organizing the personal affairs, equipment affairs, finance and administration. The explanations in brief of its function are as follows.

- ❖ Organizing and controlling air traffic by checking air controller equipments in the Air Traffic Control (ATC) at Radin Inten II Airport.
- ❖ Arranging the safety and security of air traffic by checking all flight schedules and the weather surround the airport.
- ❖ Giving and maintaining in the facilities of the airport such as telecommunication, navigation and electricity in order to make safety flight.
- ❖ Organizing and arranging the ground handling in order to get smoothness for passengers and goods by managing distribution into the right tract of flight when taking off and landing
- ❖ Organizing and controlling security and orderliness hygiene and sanitation of the Airport by putting the security guards in the restricted area and checking clean water supply to preventive measure against contagious disease.
- ❖ Organizing the personal affairs, equipment affairs, finance and administration by making a formation arrangement of the personnel in the airport for collecting data needed.

All of the points mentioned above are important, because if one of those points does not run well, it will be fatal to the system namely

concerning the safety and comfort of the passengers. For example if one of Air Traffic Service like flight light is not working, of course, it will hamper the flow of traffics.

#### **1.4 Organization of Radin Inten II Airport**

Department or company is an organization which is lead by a head of department or company. Radin Inten II Airport also has an organization, it is explained in the Regulation of The Transportation Ministers No.7 in 2008 on June 22<sup>nd</sup>, 2008. That Radin Inten II Airport is classified into class II and Led by a head of Airport. This regulation was recorded in book of classification organizations criteria of implementing airport technical unit by Directorate General of Air Traffic June 2008. The organization chart of Radin Inten II Airport is showed in appendix 4.

According to the organization chart of Radin Inten II Airport, the flow of working responsibilities can be explained that it is led by a head of the airport. He supervises 14 units and he is responsible directly to the head of general sub division, the head of land operation, the head of airport service, and the head of technician sub division. Then each head of sub division supervises sub divisions, except the head of airport service, it is independent. The head of general sub division supervises three sub divisions; they are Administration Unit, Personnel Affair, and Equipment Unit.

The head of land operation supervises three sub divisions: namely Terminal and Information Service, Flight Accident Aid and Fire Company (PKP-PK), Aviation Security.

The head of technician sub division supervises seven units exactly telecommunication and navigation, airport electricity facilities, air traffic, aeronautical, big tools, building and runway, hygiene and sanitation unit.

All of these units have worked in their own individual duties, which would be responsible directly to the head of the airport.



## **1.5 Work Unit and Work Discipline of the Radin Inten II Airport**

According to the letter of communication minister No. KM 05/OT/PHB/1979 on March 1979 about the structure of organizing and work discipline of airport and flight safety operation, they are:

### **A. The head of Radin Inten II Airport has main duties, as follows:**

1. Organizing and controlling all activities in the airport
2. Coordinating with other institutions in order to carry out all activities that are related to flight safety by cooperating with other airlines
3. Writing routine monthly report or specific report as annual report about all activities in the airport for the head office of transportation Department.

### **B. The head of general sub division**

The general sub division is divided into three units, they are:

1. The personnel affair unit has main duties:
  - a. Making formation arrangement
  - b. Making placement of new staff on certain position
  - c. Organizing mutation and pension of employee
  - d. Making attendance list and staff report

2. Administration unit has main duties:
  - a. Organizing files and administration
  - b. Collecting data for making statistic
  - c. Arranging routine budget and collecting report of the state income source
3. Equipment unit has main duties:
  - a. Organizing all equipment that are needed in the office
  - b. Providing goods which are needed in the airport such as runway, sweeper and special vehicle controlling runway in the airport
  - c. Maintaining the goods material by checking all goods every month
  - d. Making periodical report about the use goods

### **C. The Head of Airport Service**

The Airport Service has main duties:

1. Doing and serving airport services for customers.
2. Providing, developing, maintaining and exertion of airport facilities services which has supported airport and flight activities.

### **D. The Head of Land Operation**

The Land Operation is divided into three parts. They are:

1. Terminal and Information Service Section has main duties:
  - a. Serving arrival and departure of all passengers
  - b. Giving information service to the passengers
  - c. Controlling non-flight activities in the airport

2. Aid and Accident Fire Extinguished and Security Section(PK-PPK) has main duties:
  - a. Organizing the security group
  - b. Checking restricted area (runway, apron, fuel area, lobby) and public area (parking area, garden area)
  - c. Controlling cargo delivery by explosive detector
3. Hygiene and Sanitation section has main duties:
  - a. Organizing and controlling cleanliness of terminal area
  - b. Controlling and supplying of clean water
  - c. Carrying out of preventive measuring against contagious disease

#### **E. The Technician Division**

The technician division is divided into some units; there are runway facility unit, building facility unit, big tools unit, telecommunication and navigation unit, electrical unit, and flight safety unit.

The technician has main duties:

1. Controlling and maintaining runway, apron and taxi way
2. Maintaining and repairing airport facilities
3. Providing, organizing, and maintaining technical facilities flight
4. Controlling all navigation tools
5. Giving information or data that are needed for flight operation
6. Maintaining and organizing all electrical facilities
7. Preparing and collecting data of electrical tools

## 1.6 Personnel Data of Radin Inten II Airport

There are 194 employees in Radin Inten II Airport. Each of division and work units has its own leader. In this part, the writer wrote down the personnel data of the division chairman as follows.

### 1. Head of Airport

- a. Name : Ir. Djoko Priambodo. Ms. Tr
- b. NIP : 19621023 198803 1 001
- c. Rank : Pembina (IV/a)

### 2. Head of General Sub Division

- a. Name : Syafrudin. S.IP
- b. NIP : 19580628 197803 1 001
- c. Rank : Penata TK. I (III/d)

### 3. Head of Land Operation Section

- a. Name : Syafrudin. S.IP
- b. NIP : 19580628 197803 1 001
- c. Rank : Penata TK. I (III/d)

### 4. Head of Technical Group

- a. Name : Djoko Purnomo
- b. NIP : 19550727 197703 1 001
- c. Rank : Penata (III/d)

### 5. Head of Service Section

- a. Name : Dra. Eliyana, MM
- b. NIP : 19631226 198403 2 001
- c. Rank : Penata TK. I (III/d)

## 6. Number of Airport Personnel

There are 194 employees in Radin Inten II Airport. The personnel data according to work unit are:

1. Head of airport	: 1 Person
2. Head of general sub division	: 1 Person
3. Personnel affairs staff	: 4 people
4. Administration staffs	: 17 people
5. Equipment	: 5 people
6. Terminal service & Information	: 13 people
7. Security	: 28 people
8. PK-PKK	: 36 people
9. Electricity facility	: 17 people
10. TelNav facility	: 13 people
11. ATC (Air Traffic Controller)	: 10 people
12. Briefing office	: 9 people
13. AAB Facility	: 9 people
14. Hygiene and sanitation	: 9 people
15. Building &Runway facility	: 10 people
16. Service section	: 5 people
17. PJP.2U	: 6 people

Coordination among units in Radin Inten II Airport Lampung runs well. The relationship among personnels is also good like relationships in their own family. If there are obstacles in the unit, the units help each other. For example when computer for showing flight schedules at information service

could not be turn on, information service staff called the Telnav unit by telephone, and then a Telnav staff came and checked then repaired the computer.

## **1.7 Vision, Mission and Strategies**

1.7.1 The vision of Radin Inten II Airport is giving the best service in supporting air transportation by doing coordination, facilities, supervision, control and services to safety of air traffic.

1.7.2 The mission of Radin Inten II Airport:

- a. Giving and maintaining the facilities of the airport, telecommunication, navigation and electricity.
- b. Organizing and controlling the hygiene, sanitation of the airport, handling the personal affair, administration, financial, statistic and report matter.
- c. Controlling and maintaining the safety and public orderliness at the airport.
- d. Taking care of air traffic service.
- e. Organization and regulating the airport supporting activities to get smoothness passengers and good flow.

The Vision and Mission of Radin Inten II Airport mentioned above are implemented through strategies. Radin Inten II Airport is Government Department which gives services for public. According to the Letter of Communication Minister No. KM 68/2002 in October 2002, the main duties of Radin Inten II Airport are to carry out coordination on facility, observation,

control and service to guarantee security, safety and smooth aviation in the airport also orderliness in the airport. Because of that, for implementing its vision and mission, facilities such as terminal, runway, apron, ATS, etc are provided. Then Radin Inten II Airport establishes relationship with airlines and other institution or department which is related to the orderliness and smoothness of air transportation flow. After that, the airline carries out promotion. The strategies of airline for promotion are explained in point 1.7.3.

### **1.7.3 Strategies**

Basically, Radin Inten II does not give promotion to the public. There are many airlines at Radin Inten II Airport that rent the airport facilities and runway. So it can be concluded that there is relationship between airport and the airline. The strategies of airline for promotion are:

a. Mass media

Some of the promotion lines are applied through newspaper, such as Radar Lampung, Lampung Post, Tribun Lampung, Tourism Magazine about tour and travel.

b. Travel agent

Airlines collaborate with travel agents in promoting their product. There are some travel agents in Radin Inten II Airport; they are Puspa Tour and Karina Tour. The condition is beneficial for the airport, because it can increase the airport income.

c. Internet service

The airport usually informs their product by internet. It serves public and passengers who want to know about the schedule of flight, price of flight, vacancy, flight service, kind of plane and other information.

## **1.8 Product and Service**

1.8.1 The passengers have to follow the steps when they use the air transportation:

- ❖ Check in at the baggage
- ❖ SP3 U ticket window
- ❖ To come to the waiting room and get checked by officer
- ❖ To wait in the waiting room
- ❖ To board

1.8.2 There are some steps that must be done by the passengers, when they get off:

- ❖ Entering the arrival room
- ❖ Waiting in the baggage
- ❖ Reserving taxi or hotel if it is needed
- ❖ Getting on taxi or other transportation



1.8.3 Terminal has an area of 2.016m<sup>2</sup> including several places/ rooms, such as:

❖ Arrival room

Arrival room is place for passengers to take their bags, beside that the passengers can find taxi counter and directly order on the taxi ordering counter.

❖ Departure room

The passengers who have bought ticket and checked in will enter departure room. Before it, they will undergo inspection X-ray detector of baggage by the officer. It is used to detect all passengers whether they bring forbidden / illegal goods. In view of second class airport, Radin Inten II Airport does not have detector of cargo. This type of detector is for big and heavy goods. Radin Inten II Airport has only two X-ray detector, they are baggage and cabin.

❖ Waiting Room

This room is used to wait after getting check in, it has 280 seats of chairs. In order to make passengers do their activities easily this room is still in one room. Besides that in this room there is television for schedule of flight and for entertainment.

❖ Information Service Room

This room is designed to give information service to all passengers about something related to flight schedule, but most important is for announcing arrival, departure, and boarding the aircraft.

- ❖ VIP Room

It is a room for special government official/high official who visits or departs from Lampung Province. They will wait in room and are usually welcomed by Officials of Lampung Government.

- ❖ Cargo

This room is located rather far from the terminal building. It is a building which is built as a place to keep big and heavy goods.

#### **1.8.4 Product Services, they are:**

- ❖ Air Traffic Control service

Air traffic control service is one of technician groups of flight safety. Its duties are to control and arrange flight traffic or give information and suggestion for safety and smooth operation. Air traffic control service also gives data aviation information that is needed for flight operation.

- ❖ Briefing Office

Briefing Office is one of information service centers that has relationship to English either oral or written. The responsible officer briefs the duties such as receiving and sending telex to Jakarta. It contains about flight plane (arrival and departure aircraft) and airport information.

❖ Information Service

Information service is one of the information centers in Radin Inten II Airport. Information service room is designed to give information service to all passengers related to flight schedule. This is also a room to announce arrival, departure and boarding of aircraft.

1.8.5 Ticket Agent

There are four airline counters that give service for passengers in Radin Inten II Airport:

❖ Garuda Indonesia

Garuda Indonesia is a pioneer of the first aviation route from Jakarta to Lampung and from Lampung to Jakarta. Since March 27<sup>th</sup>, 2011 Garuda Indonesia has given its services 5 times everyday to Jakarta by using new Armada B 737-800 Next Generation. Beside providing snack and meals it also provides assistance and rolling chair for unable people and some information to passengers especially about its flight.

Flight Schedule

Flight Number	Destination	Departure	Arrival	Remark
GA 101	Lampung-Jakarta	07.55	08.45	Everyday
GA 103	Lampung-Jakarta	11.05	11.55	Everyday
GA 105	Lampung-Jakarta	14.10	15.00	Everyday
GA 109	Lampung-Jakarta	15.40	16.30	Everyday
GA 107	Lampung-Jakarta	17.40	18.30	Everyday
GA 100	Jakarta-Lampung	06.15	07.00	Everyday
GA 102	Jakarta-Lampung	09.35	10.20	Everyday
GA 104	Jakarta-Lampung	12.40	13.25	Everyday
GA 108	Jakarta-Lampung	14.10	14.55	Everyday
GA 106	Jakarta-Lampung	16.10	16.55	Everyday

*Table 1: Flight Schedule of Garuda Indonesia (Lampung-Jakarta; Jakarta-Lampung)*

Garuda Indonesia Ticket Price

Passenger	One way	Return
Adult	Rp. 541.000	Rp. 1.082.000
Child	Rp. 541.000	Rp. 1.082.000
Infant	Rp. 50.000	Rp. 50.000

*Table 2: Ticket Price of Garuda Indonesia (Lampung-Jakarta)*

#### ❖ Sriwijaya Air

Sriwijaya Air gives its service 6 times everyday, but sometimes one or two of its schedule is delayed due to weather influence or engine. The route of Sriwijaya Air is from Jakarta - Tanjung Karang , Tanjungkarang-Jakarta. Sriwijaya Air does not only provide snack and meals but also provides, rolling chair for unable people and some information to passengers especially about its flight.

Flight Schedule

Flight number	Destination	Departure	Arrival	Remark
SJ 088	Jakarta-Lampung	07.00	07.40	Everyday
SJ 096	Jakarta-Lampung	09.40	10.20	Everyday
SJ 058	Jakarta-Lampung	11.20	12.00	Everyday
SJ 094	Jakarta-Lampung	13.30	14.10	Everyday
SJ 098	Jakarta-Lampung	15.30	16.10	Everyday
SJ 086	Jakarta-Lampung	16.30	17.10	Everyday
SJ 089	Lampung-Jakarta	08.10	09.00	Everyday
SJ 097	Lampung-Jakarta	10.50	11.40	Everyday
SJ 059	Lampung-Jakarta	12.30	13.20	Everyday
SJ 095	Lampung-Jakarta	15.10	16.00	Everyday
SJ 099	Lampung-Jakarta	16.40	17.30	Everyday
SJ 087	Lampung-Jakarta	17.40	18.30	Everyday

Table 3: Flight Schedule of Sriwijaya Air (Lampung-Jakarta; Jakarta-Lampung)

Sriwijaya Air Ticket Price

Age	One way	Return
Adult	Rp.420.000	Rp.840.000
Children	Rp.420.000	Rp.840.000
Infant	Rp.50.000	Rp.100.000

Table 4: ticket price of Sriwijaya Air (Lampung-Jakarta)

#### ❖ Batavia Air

Since August 8<sup>th</sup> 2008, Batavia Air has opened flight route to Radin Inten II Airport.

Batavia Air is only one of four airlines in Radin Inten II Airport which provides service of flight route from Batam-Lampung, Lampung-Batam directly every Tuesday, Thursday and Sunday. It is just one time per day. Besides that Batavia air also gives service for Jakarta-Lampung, Lampung-Jakarta one time every day.

Flight Schedule

Flight Number	Destination	Departure	Arrival	Remark
Y6 505	Jakarta-Lampung	08.00	08.45	Everyday
Y6 506	Lampung-Jakarta	09.20	10.05	Everyday
Y6 527	Batam-Lampung	09.00	10.15	Tuesday,
Y6 528	Lampung-Batam	10.50	12.05	Thursday, Sunday

Table 5: Flight Schedule of Batavia Air (Jakarta-Lampung; Lampung-Jakarta; Batam-Lampung; Lampung-Batam)

Batavia Air Ticket Price

LAMPUNG-JAKARTA(TKG-WIII)		
Age	One way	Return
Adult	Rp.402.500	Rp.805.000
Child	Rp.402.500	Rp.805.000
Infant	Rp.57.000	Rp.114.000
LAMPUNG-BATAM(TKG-WIDD)		
Age	One way	Return
Adult	Rp. 750. 000	Rp. 1. 500. 000
Child	Rp. 750. 000	Rp. 1. 500. 000
Infant	Rp. 70. 000	Rp. 140. 000

Table 6: Ticket Price of Batavia Air (Jakarta-Lampung; Lampung-Jakarta; Batam-Lampung; Lampung-Batam)

#### ❖ Sky Aviation

Sky aviation is a new airline at Radin Inten II Airport which has started operating since April 30<sup>th</sup>, 2011. It uses F50 which has capacity 50 for passengers. Sky Aviation is only one of the airlines at Radin Inten II Airport that gives service flight route Bandung-Bandar Lampung, Bandar Lampung-Bandung; Solo-Bandung-Bandar Lampung, Bandar Lampung-Bandung-Solo. For route Solo-Bandung-Bandar Lampung or Bandar Lampung-Bandung-Solo is via Bandung. Its flight is every Tuesday, Thursday, and Saturday one time a day. Now, the ticket price is on

promotion so it provides the cheapest price compare to Garuda Indonesia Airways, Batavia Air and Sriwijaya Air.

Flight Schedule

Flight number	Destination	Departure	Arrival	Remark
SY 140	Bandung-Lampung	11.10	12.20	Tuesday, Thursday, Saturday
ST 141	Lampung-Bandung	12.45	13.55	
SY 140	Solo-Lampung	09.35	12.20	
SY 141	Lampung-Solo	12.45	15.30	

Table 7: Flight Schedule of Sky Aviation (Bandung-Lampung; Lampung-Bandung; Solo-Lampung; Lampung-Solo)

Sky Aviation Ticket Price Lampung-Bandung

Age	One way	Return
Adult	Rp. 300.000	Rp. 600.000
Children	Rp. 300.000	Rp. 600.000
Infant	Rp. 91. 000	Rp. 182.000

Table 8: Ticket Price of Sky Aviation (Lampung-Bandung)

Sky Aviation Ticket Price Lampung-Solo

Age	One way	Return
Adult	Rp. 600.000	Rp. 1.200.000
Children	Rp. 600.000	Rp. 1.200.000
Infant	Rp. 182. 000	Rp. 364.000

Table 9: Ticket Price of Sky Aviation (Lampung-Solo)

#### 1.8.6 Hotel Counter

Radin Inten II Airport provides place for hotel owners to open their hotel counter at Radin Inten II Airport. It is prepared for passengers from other cities in Indonesia or foreigners who come and want to stay for a while. They can do reservation first in this counter before the hotel staffs take them to hotel. There are four hotel counters in Radin Inten II Airport; they are Novotel Hotel, Sheraton Hotel, Bukit Randu Hotel, and Grand Anugrah Hotel.

#### 1.8.7 Travel agent

There are two travel agents that cooperate with Radin Inten II Airport; they are Puspa Tour and Karina Tour travel agent. Through these travels customer can book ticket, and then the staffs of the Travel agent will provide customer's need.

#### 1.8.8 Taxi agent

There are 41 taxis available at Radin Inten II Airport, 5 JAYA taxis, 5 SIGER taxis and 31 Airport's Taxis easily identified by police number BE XXX RS. Airport's taxis use "AVANZAS" and "XENIAS" which are also used as rent car. Taxi agent is prepared for passengers who would continue their journey and do not have vehicle to carry them to their destination by the taxi. The charge of the taxi is not too expensive, it depends on the destination area. For example from Radin Inten II Airport – Natar the price is 60.000 rupiahs, Radin Inten II Airport – Unit II 395.000 rupiahs. (*See: Appendix 13*)

#### 1.8.9 Rent car

AVANZA is a kind of car which is rented by passengers who want to go around Lampung. Passengers usually rent the car for a day up to a week. The charges of this rent depend on how long and how far the passenger will use it. For example passengers who rent from Radin Inten II Airport to Gunung Madu-Central Lampung for a day are charged 350.000 rupiahs.



#### 1.8.10 ATM & Money Changer

ATM is provided for passengers or Airport's visitor to make them easier to exchange their currency. There are two ATMs in Radin Inten II Airport namely Bukopin ATM and BRI ATM. Money Changer is also provided for foreign passengers or Airport's visitor who will change their money into Indonesian's currency (rupiah).

### **1.9 Job Description Carried out by the Writer**

The field practice is one of the requirements for the accomplishment of study in Diploma III English Profession Program, Lampung University. In this case the writer and three of her friends carried out field practice at Radin Inten II Airport and were placed in two units (Information Service and Briefing Office). They were divided into two groups and were assigned in each unit for one month. Firstly, the writer adjusted herself with the new place and tried to be familiar with the employees. Because she did not follow orientation, the head of sub division directly placed her in operational unit exactly in Information Office.

The workday in Information Service unit is divided into two shifts. The first shift is started from 06.00 a.m. to 12.00 a.m. and the second shift is started from 01.00p.m. to 06.00 p.m. but the flight of airplane often delayed or unscheduled, if it happened the staffs work until the last flight departures. In the information service unit, the students worked from 07.00 a.m. to 03.30 p.m. because they followed office schedule not operational schedule. And on

Saturday and Sunday the writer was free. On these two days she was given right not to come to work at Radin Inten II Airport.

In the Information Service unit the writer helped the staffs of information service to do their duties. The writer wrote all reports in log book, as Estimate Time of Arrival (ETA), Estimate Time of Departure (ETD), and time of Boarding, Flight Delay, cancellation, and data of passengers who arrive and depart (the daily record activities can be seen on appendix no.1; example of information service's daily log book can be seen on appendix no. 10). Besides that, the writer also helped the staffs of information unit to receive the telephone from other units in the airport or from the passengers, and then the writer helped to announce the arrival of aircraft, boarding of aircraft, delay of aircraft, nominative call, passengers call, and car call. In the beginning the writer did not know about all information duties. She could not write the log book and do the announcements. Fortunately, all the staffs of information service unit taught her and at the end she could take over all activities in information service appropriately.

In the second month the writer was rolled to the Briefing Office (BO). Work activities in Briefing Office is different from Information Service Unit, because Information Unit is a unit which gives information for public while BO is a unit at airport which was established to provide information necessary to ensure the safety, regularity and efficiency of air navigation (the meaning of BO is taken from book of *Aeronautical Information Services Operating Instruction*, Second Edition, 1988). The work activities which were done by the writer in BO were the same as the staffs of BO such as sending flight plan,

fill log book, etc. Then, workday in BO is also similar to that in Information Service. All staffs in BO are friendly and helpful.

Absolutely, when the writer carried out field practice in these places (Information Unit and BO) at first she encountered problems such as adaptating with the staff, filling log book, announcing, sending flight plan, etc. but finally she could overcome the problem and conducted her work as good as possible. The problems encountered and their solutions are explained in Chapter II point 2. 5 Problem Encountered and Solution.