CHAPTER II
DISCUSSION

In this chapter, the writer will discuss about "*Services for Customers of Information Unit at Radin Inten II Airport*", besides that the writer also discusses her relation with the entire staffs and facilities at office when she carried out her field practice in Radin Inten II Airport. There is a big different between studying at university and working at the institution. When studying at Lampung University the writer had to socialize with lecturers and students. But when working at Radin Inten II Airport, the writer had to socialize with bigger scope like relation with staffs, facilities, and clients as discussed below.

2.1 Relation with the Staff

When the writer was placed in information service, the writer had to know all of staffs in this office. The staff also gave the writer information about information service such as duties in information service and how to be good employee. There are six staffs in information unit; they are Mr. Suroso, Mrs. Eva Laela, Mrs. Endang, Mrs. Esti, Mrs. Nazmawati and Miss Widya. And the coordinator of Information Service Unit is Mr. Adi Prayitno Syafar.

Basically, all of the staffs are hospitable, but every staff has different character and the frequency of gathering with some staff make the writer got difficulties in making efficient communication with them. To solve the problem she made the efforts for keeping good atmosphere in the office. She applied morality values and work ethic. Eventually the writer had good relationship with all of staff. During the field practice, in doing her work, the writer coordinated with other staff. For examples; in making the right announcement, the writer got help from Mr. Suroso. He told the writer technique of announcement according to *Standard Operating Procedure (SOP) of Information Book* then he asked her to practice it. In filling Daily Log Book of Information Service, Mrs. Eva helped her a lot. She taught her how to fill the log book. Finally, she could handle the work activities.

2.2 Facilities which are provided in Information Service Unit

Information service is an operational unit. Information service has many facilities which support its service for passengers. The facilities in information service are presented in the following items.

2.2.1 Announcement Equipment

The announcement equipment consists of microphones, bell, amplifiers, etc. The function of all equipments is to give information to the passengers in the airport, especially about the plane schedule (estimate of arrival and boarding). Besides that, it can be used to call passengers.

2.2.2 Telephone

There are two telephones in the Information Service room; the first is telephone which is used special for unit in Radin Inten II Airport (internal) for example it is used by Air Traffic Control to Information, Briefing Office to Information Service, etc. And the second is the telephone which is used to serve passengers. It means this telephone should be used particularly to serve the passengers and to give information to the customers (passengers).

2.2.3 Computer

There are three computers in information service room. The first computer is to make the data of flight. The data is about the flight schedule. The second computer is to show the schedule of flight that can be transferred and seen in television by passengers at the airport. And the last computer is a computer which is connected to the internet for searching information.

2.2.4 Television

A 14" Polytron television is installed in the Information Service room for information and entertainment of the staffs in information service. If the staffs are busy, the television is turned off, because their spare time is about 5-10 minutes.

2.3 Relation with the Clients

Information service unit has two clients. The first is internal clients; they are from Briefing Office (BO), Tower, and Airline. They give information about the departure, estimate time of arrival (ETA), boarding of passengers to the aircraft. The second clients are public or passengers (external clients). Information service is visited by public especially passengers. Information service is used to give service for passengers directly (face to face) and indirectly (by phone). Information service is a place which provides the information about the airport such as give information about flight schedule, the price of ticket, and helps and serves the passengers to get something.

2.4 Adaptation with the Norm

The students who carried out field practice at Radin Inten II airport must adapt with the norm of Radin Inten II Airport.

The employee of Radin Inten II Airport and the writer must obey the norm as follow:

a. All the staffs must come to the office every day (Monday-Friday) on time at 7.30 a.m., except staffs at terminal. They must come at 6.00 a.m. for operation every day.

b. All the staffs have to wear uniform every day and the writer has to wear dress and almamater every day except on Friday, because on Friday we did sport.

c. The staffs and the writer may not wear jeans and T-shirt.

d. The staff should show good attitude, create harmonious and peaceful atmosphere.

e. Operating hours of Radin Inten II Airport begin from 06.00-18.00. Operational staffs are divided into two shifts namely first shift is 06.00-12.00 and second shift is 12.00 until the last flight finish.

2.5 Problem Encountered and Solution

In this part, the writer discusses the problems encountered by her and the solutions.

2.5.1 Problem Encountered by the Writer

The writer has conducted field practice at Radin Inten II Airport for two months. It started from first May up to the end of June, 2011. She found some problems which are described as follows.

1. Adaptation with staffs

   It was not easy for the writer to adjust to the staffs because every staff has different character and the frequency of gathering with some staffs make the writer got difficulties in making efficient communication with them.

2. Managing work strategy of Services Customers in Information Services

   This field practice activities is for practicing relevant subjects which has been learnt by the writer in Diploma III English Profession. During field practice program at Radin Inten II Airport the writer has done the activities according to job description in the

assigned division. However, some of the activities are not relevant with the subject the writer has learnt. For example when she faced customers who have high egoism and they asked for getting services first.

3. Giving announcement to the passengers via air and changing the FIDS (in information service unit)

    The announcement is about the arrival of the aircraft, the departure, delay, cancellation of the aircraft, and boarding to the passengers. This announcement is divided into two languages. The first is Indonesian language and the second is English. The announcement can be heard by all people in the terminal. So the writer must have good pronunciation because some of passengers are from foreign countries and they do not know Indonesian language.

    The writer also got problem when changing the FIDS, because she does not know much about computer programming.

4. Filling log book and sending flight plan (in briefing office unit)

    Briefing office unit is unit which gives information for flight. It has aim for flight safety, the information such as flight plan, notice to airman (NOTAM), etc. in the second months the writer is assigned to the Briefing Office unit, in briefing office unit has duty listen conversation between pilot and ATC, and writer must note the conversation into log book. The conversation which must be noted are type and number registration of airplane, route and point of destination, airline operation, estimate and actual of arrival,

estimate and actual time of departure, level in feet, etc. the conversation is in Aviation English and use code. Unfortunately, the writer did not study this material in her study program.

Likewise, when the writer sent flight plan or departure plane to Jakarta via telex she got problem because she did not know yet how to operate the telex.

2.5.2 Solution of the Problems

Based on the result of problem identification above, the writer solves her problems when she carried out field practice such as:

➢ To solve the problem about adaptation with the staffs the writer tried to keep good atmosphere in the office and be more communicative. It was helpful to know the different character of staffs in the office. Regarding the staff as a friend and work partner was the best policy to make good cooperation. Eventually the writer had good relationship with all of the staff.

➢ The writer has done activities according job description in units at Radin Inten II Airport and the activities are not relevant with what she has learnt in Diploma III English Program. She got difficulties to do and finish her job. However the staffs helped her. They would explain how the writer should do the work patiently especially in facing customers. Finally she could do her job as good as possible.

➢ The writer discussed her problems to the staffs and asked them to explain how to give announcement and when she would give

announcement. Before she gave the announcement she read the text and she should know what the text was about, because there was much information text for passengers or customers.

➢ Beside that the writer should have many vocabularies and have good pronunciation and grammar because the passengers come not only from Indonesia but also from foreign countries.

➢ The writer was never shy to ask staffs how to send flight plane and departure by telex, changing FIDS, filling log book. She also asked the staff about Aviation English which were always used by pilot and Tower staffs' conversation, code which was used for sending flight plan or departure. Then the staffs explained and gave book about it to learn and she learnt it. It really helped her to do her duty.

2.6 Skill Needed to Develop in the future

One of the purposes of field practice program for the students is to practice their English skill and Office management skill in the relevant work. When studying at Diploma III in English Profession of Lampung University, the writer has acquired many skills such as: writing, speaking, office management, grammar, etc. Those are very useful for the writer. However, based on the writer's experience there are subjects that need to be improved, they are English for Special Purpose focusing on English for Aviation, Office Computer Program, Office Management and Leadership. It is based on her experience during her field practice, she had many activities using computer, telex and English aviation. She believes that

Leadership course is very important because being an employee must be firm and polite.

2.7 Additional Subjects Suggested to Improve Curriculum of DII in English Profession

Diploma III of Lampung University is a program, which aims to create the professional student in tourism sector, hotel affairs and business. At the end of sixth semester, it always carries out field practice. The place of field practice was determined by each student.

This program was done by the writer who had carried out field practice for two months at Radin Inten II Airport. During the field practice program the writer realized that the curriculum which was given by Diploma III English program need to be improved. The subject that should be given more is Office Computer Program, Office Management, and English for Special Purpose. It is because every institution with different sector has English for special purpose, computer and office management is always used in every part of institution.

Finally, the writer hopes that office computer program, English for special purposes and office management can be established in the curriculum of Diploma III in English Profession in the future. The writer expects that Diploma III in English Profession will be better in the future.

2.8 Public Services at Information Unit

Information unit is a unit which aims to provide information for customers or passengers (public). According to book of *Pelayanan Prima* by State Administration Department of Republic Indonesia, 2006, a service is effort to serve other people's need and must be done with excellent service. Public service is divided into 3 groups; namely administrative service group, goods service group, and services service group. Radin Inten II Airport provides services service group. Services service group are services which has wider kinds of service needed by public such as education, healthy, transportation, etc.

2.8.1 Types of Services at Information Unit

According to book of *Petunjuk Pelaksana Information and Customer Service* by Directorate General of Air Traffic, services in Information Unit are divided into three parts:

a. Public Information Desk (PID) Service/Face to Face service

Face to face service is service which is given by information staffs to the customer or passengers directly. This service usually serves passengers or customer about giving information on location of tourism object, hotel, travel agent, ticket counter, money changer, ATM, taxi, charge of taxi service, location of toilet. For example, when the writer carried out field practice in information unit, one day there was a passenger from England

who wanted to go National Park came to information Service and the writer asked her.

Writer   : Good morning, madam. May I help you?

Passenger   : Good morning, I'm sorry for disturbing you miss

Writer   : Oh, no madam. You do not disturb me, what can I do for you?

Passenger   : I want to go to National Park in Lampung, but I do not know where the location is.

Writer   : Ok madam, Lampung Province has two national parks, the first is TNBBS and the second is WAY KAMBAS NATIONAL PARK famous for Elephant Training Center. Which one do you want?

Passenger   : I have it miss (passenger hand over booklet and show the pictured).

Writer   : Oh this is WAY KAMBAS NATIONAL PARK or Elephant Training Center. It is located in Way Jepara, East Lampung.

Passenger   : How we can reach it?

Writer   : You can reach it by airport taxi.

Passenger   : How far from it and how much for taxi charge?

Writer   : It is about 100km or 1.50 hour by car from Airport via Metro-Way Jepara- Elephant Training Center. And the charge is Rp. 350.000 one way.

Passenger   : Where we could find taxi?

Writer   : Wait a moment madam; I will call it for you.

Passenger   : Ok.

Writer   : Madam, he is the driver of taxi who delivers you to

                 WAY KAMBAS NATIONAL PARK.

Passengers : Thank you very much for help me us.

Writer   : You are welcome madam. Enjoy your trip.

b. Telephone Information Service (TIC)

Telephone Information Service (TIC) is on information desk. In information desk there are two telephones, first telephone is for internal (from Airline to Information service, from Tower to information service) airport which just has 2 digits number and the second telephone can be used for external (passengers or customers) or internal airport which has 3 digits number. Customers who call information unit by 2 digits number telephone are internal customer from Airline which will ask passengers for boarding an aircraft or check in; BO which has information about departure of flight; Tower which has information about estimate arrival of flight; Security which asks for calling passengers who has leaving something in x-ray.

Then Customers who call information unit by 3 digits number telephone are external customers, the customers usually ask about price of ticket, phone number of airline and cargo, flight schedule.

c. Public Address System (PAS) service

Airport Public address system (PAS) instrument is one of audio instrument system which functions to give all information related with activities in Airport's terminal. This information is activities in air transport such as giving information flight schedule (arrival, departure, delay, cancellation) and as complement of entertainment audio. Public address system is announcement service that is announcement of the flight arrival, call passengers boarding an aircraft, announcement of arrival and departure delay, cancellation announcement of departure, arrival and transfer of flights, passengers call. The following are the examples of announcement in English and Indonesia:

ARRIVAL
Perhatian

Pesawat Garuda Indonesia GA 100 dari Sukarno-Hatta

Akan tiba pada kira-kira pukul Tujuh lewat sepuluh menit

Attention please

Garuda Indonesia GA 100 from Sukarno-Hatta

Will arrive here at about ten minute past seven….thank you

BOARDING
Perhatian

Penumpang Garuda Indonesia GA 101 tujuan Sukarno Hatta

Silahkan naik ke pesawat udara

Attention please

Passengers of Garuda Indonesia GA 101

To Sukarno Hatta

Please board the aircraft….thank you

FINAL CALL
Perhatian

Panggilan terakhir penumpang Garuda Indonesia GA 101

Tujuan Sukarno Hatta

Silahkan segera naik ke pesawat udara

Attention please

Final call passengers of Garuda Indonesia GA 101

To Sukarno Hatta

Please board the aircraft immediately….thank you

CALLING FOR PASSENGER

Perhatian

Panggilan ditujukan kepada bapak/ibu….kepada bapak/ibu….

Penumpang pesawat (GA/SJ/Y6/SY 140) tujuan ……

Dimohon segera naik ke pesawat udara

Attention for Mr/Mrs……… (2x)

Passenger of (GA/SJ/Y6/SY 140)

Please board the aircraft immediately….thank you

FINDING SOMETHING

Perhatian

Kami telah menemukan sebuah…….. (2x)

Bagi penumpang yang merasa kehilangan……tersebut

dapat menghubungi bagian security

ORDERLINESS OF PARKING AREA

Perhatian

Kepada pengemudi kendaraan BE……. (2x)

Domohon untuk segera memindahkan kendaraannya ke tempat

parkir yang telah disediakan

CALLING FOR PASSENGER

Perhatian

Panggilan ditujukan kepada (bpk/ibu/nona…….)

Dimohon datang ke bagian (penerangan, check in counter

Ga,Sj,Btv, Hotel, security)

Attention to (mr/mrs/miss………….)

Would you please proceed to the (Information service, Hotel,

Airline, check in.etc). Thank you

DELAY ARRIVAL

Perhatian

Karena alasan…… (cuaca, tehnik, operasional)

Pesawat (Garuda, Sriwijaya air, Batavia Air, Sky Aviation)

Akan tiba pada kira –kira pukul……

Atas keterlambatan ini mohon dimaafkan

Attention please

Due to (Weather, Technical, Operation) reason

(Garuda Indonesia, Sriwijaya Air, Batavia Air, Sky Aviation)

Will be delayed until………

We apologize for this inconvenience … Thank you

Perhatian

Karena alasan cuaca pesawat (GA, SJ, BTV, SKY) tujuan …

(CGK, BTH, BDO) akan diberangkatkan sampai keadaan cuaca

baik

Attention please

Due to weather reason (GA, SJ, BTV, SKY) to
……………………………
Will be delayed until favorable weather condition

Perhatian

Karena alasan (cuaca, tehnik, operasional) pesawat (GA, SJ,

BTV, SKY)

Tujuan (Sutta, Batam, Bandung)

Akan diberangkatkan sampai pemberitahuan lebih lanjut

Atas keterlambatan ini mohon dimaafkan

Attention please

Due to (weather, ethnic, operational) reason

(GA….SJ…Y6…SY…) to (……………….)

Will be delayed until further information…….Thank you

2.8.2 Analysis of the Problems at Information Service Unit

According to the explanation of services at information unit described above, the writer found the problems, that is

➢ Public Information Desk (PID) Service/Face to Face service

In face to face service the staffs often got problem when there were passengers who came to information service and asked about tourism objects, hotels, prices of ticket. Because the staffs do not know about tourism objects, hotels, prices of ticket.

➢ Telephone Information Service (TIC)

Problem encountered is in Telephone Information Service (TIC)

- When AVSEC (Aviation Security) called to information service for announcing that security staff has found something in x-ray, it often misunderstands because security staff does not mention in clear the number of something was found and what kind of something was found.

For example when a security staff called to information service that has found hand phone black and silver which has brand "NOKIA", but the security did not say one or two hand phones. Then staff in information service announced that he has found two hand phones black and silver which has brand "NOKIA". But this announcement was wrong because the security staff meant one hand phone which has black and silver color.

- When ground handling staff of airline called to information service for calling passengers who have left to board the aircraft, to come to check in counter, to come to waiting room, but the staff did not say where the passengers must come or do. The staff just said the name of passengers. If it happens, it is confusing for the information service staff and the staff must call back to ground handling for asking it.

➢ Public Address System(PAS)service

In PAS service, the writer found the problems namely about text which is used for announcement, because the staffs must know about standard of newest standard announcement text either in English or in Indonesian. Besides that when a staff announces, she or he must get good sound of her/ his announcement. But in one case she delivered bad announcement, because she/he forgot using standard

operational procedure of announcement technique and she omitted error in her pronunciation.

2.8.3   Solving the Problems at Information Unit

Based on the analysis of the problems at Information Unit, all of the problems mentioned above can be solved with:

➢ Providing internet facilities in information service, for searching information which is needed, such as location and condition of tourism object of one place. And for getting clear information about hotels and prices of tickets the staffs directly show passengers the agent counter of it.

➢ Making good coordination with airline.

➢ Following English Aviation Course in periodic system.

➢ At the time of announcement, the announcement technique must be memorized and used by announcer.

According to the book of Standard Operating Procedure (SOP) Of Information by Directorate General of Air Traffic, the announcement technique is:

- Articulation   : clear and correct pronunciation of words

- Intones   : song pronunciation of the word/ phrase

- Accent   : emphasis on words that need attention/ affirmation (on the pronunciation of the word airline company, flight number and gate number)

- Rhythm   : fast and slow of pronunciation of words

         and sentences (100-110 words/minute)

- Pause   : pause for breath

➢ When ground handling staffs, security staffs or others called information service, staff of information service listened carefully then wrote the information on paper. After the caller finished her/his request, information staff replayed her/his request. When the request was clear, information service staff then did announcement.

Radin Inten II Airport has important role to give information to foreign passengers, it is related to oral communication service, both in English and in Indonesian. Therefore the staffs are expected to have better skills in English, so they can provide information well.