

LIST OF CONTENTS

Report Title.....	
Admission.....	
Approval.....	
Curriculum Vitae.....	I
Motto.....	II
Dedication.....	III
Acknowledgement.....	IV
List of Content.....	VI
Chapter I Introduction.....	1
1.1 History of Radin IntenII Airport.....	2
1.2 General Information of Radin Inten II Airport.....	3
1.3 The Facilities of Radin Inten II Airport.....	5
1.3.1 Run Way Facilities.....	5
1.3.2 Building Facilities.....	5
1.4 Characteristic, Main Duties, and Function of Airport.....	6
1.4.1 Characteristic of Airport.....	6
1.4.2 Main Duties of Airport.....	7
1.4.3 Function of the Airport.....	7
1.5 Work Unit and Work Discipline of Radin Inten II Airport.....	8
1.5.1 Head of Radin Inten II Airport	8
1.5.2 Head of General Sub Division.....	8
1.5.3 Head of Land Operational.....	9
1.5.4 The technician Division.....	10
1.6 The Organization of Radin Inten II Airport.....	12
1.7 The Personal Data of Radin Inten II Airport.....	13
1.8 The Vision, Mission, and Strategies of Radin Inten II Airport.....	14
1.9 Product and Service in Radin Inten II Airport.....	15

1.10	Job Descriptions.....	18
1.11	Ticket Agent.....	19
Chapter II Discussion.....		24
2.1	Background.....	24
2.2	Formulation of the Problem.....	25
2.3	Based of Theoretical.....	25
2.4	Limitation of Problem.....	27
2.5	Understanding of Personal Characteristics, Work Ethic and Briefing Office	27
2.5.1	Understanding the personal characteristics.....	28
2.5.1.1	Aspects of personal characteristics.....	30
2.5.2	Understanding of work ethic	34
2.5.2.1	The Types of Ethics.....	36
2.5.2.2	Factors of ethical	40
2.5.3	BO (Briefing Office) Radin Inten II Airport	47
2.5.3.1	Relation another Unit.....	48
2.5.3.2	Relation with Tools.....	50
2.5.3.3	Relation with Staff.....	51
2.5.4	Relationship between Personal Characteristic and Work Ethic at Briefing Office Radin Inten II Airport.....	54
2.5.5	Problem Encountered and Solution	56
2.5.5.1	Problem Encountered	56
2.5.5.2	Solution	56
2.5.6	Important Skill to Develop in The Future	57
2.5.6.1	Listening Skill	57
2.5.6.2	Translation Skill	58
2.5.6.3	Computer Skill	58
Chapter III Conclusions.....		59

3.1 Conclusions.....	59
3.2. Suggestions	60
References.....	62
Appendix	63