

## **Chapter II Discussion**

### **2.1 Background of Problem**

What is the reason why the resources of human or employee sometimes would be a barrier for development of a company? As we know that they worked and then got salary and it just to help in developing and benefit of a company? What should they do as their responsibility to give benefit to each other? And one of the reasons is work ethic. If a company has employees who have a good work ethic, it would help to give maximum benefit as the results.

A company that has several employees, of course we know that they have difference of character, so what should be done to avoid bad impact from the difference which would be a threat to the development of own company? Above, the writer had written statement "work ethic" which is one of important that will become an important role for the development of a company. If the employee has understood what is work ethic they will be able to work well even though we know that their characters are different. For example, some employees who have an idler of character, they will be able to finish their job well because they have a good work ethic.

In spite of working ethic, we will believe that the characteristic of properties has close relationship with work ethic. Both of them are components that have important relationship to be supporting for development of a company.

## **2.2 Formulation of the Problem**

1. what is meant by characteristic and work ethic?
2. What is the function of personal characteristic and work ethic?
3. Where should work ethic and personal characteristic applied?
4. What is the relationship between individual characteristics and work ethic?

## **2.3 Base Theoretical**

1. According to the language (etymology) the term of ethics is comes from Greek language, that is mores (customs), feelings of inner, feel to do something.
2. Ki Hajar Dwantara defines word ethics as a science that learn about good and evil in all human's life, especially about the movements of mind, a sense which can be a consideration and a feelingof sense to have at finger- ends all the objective which can be an act.
3. As we know that complaining is a negative trait that would damage the technical term of work ethic, and we know that it can be transmitted to another organization (Djajendra, 20 October 2008).
4. Work ethic is an attitude, view, habits, traits or someone's ways to do their works in group or a nation (Tasmara, 1995: 14)

5. Al-Ghazali wrote in his book "Ihya-u" Ulumuddin " which was quoted by Ali al-Khindi Sumanto in his book "Working As Worship", explained the main of ethos (khuluk) is a trait that is fixed in the soul, and then it would sprout up easier to do something without thinking of require.
6. According to the Ministry of Education Language Centre the meaning of character is a "congenital, heart, soul, personality, character, behavior, personality, nature, character, temperament, character". Character is personality, behavior, nature, temper, and character
7. According to Tadkiroatun Musfiroh (UNY, 2008), a character refers to a set of attitudes (Attitudes), behavior, motivation, and skills.
8. According to Greek meaning, character is "to mark" or mark and focus how to apply the value of goodness in form of action or behavior; so people that are dishonest, cruel, greedy and bad behavior to other people are called as the bad character. Conversely, a person whose behavior is in accordance with norm of moral is called as the noble character.

## **2.4 Limitation Problem**

To be easy in understanding of the problem which would be discussion and collection of data and realizing about limitations of thinking, the writer would make limitationsthe

problem just about the relationship between characteristics and work ethic at Briefing Office Radin Inten II Airport Lampung.

## **2.5 Understanding of Personal Characteristics, Work Ethic and Briefing Office**

One of the writer's purposes in making this report is to provide information or complete knowledge and experience to the readers about what problems have encountered and solved during the field practice. The writer provided an explanation from point to another point; it is a way to facilitate all of readers in their understanding. In this an erudition which has form of reports and has the title "The Relationship between Personal Characteristics and Work Ethics at Briefing Office of Radin Inten II Airport" first by the writer will explain what definition of the characteristics and work ethic is. Both of them are important elements which become the focus of discussion.

### **2.5.1 Understanding the Personal Characteristics**

According to Greek meaning, Character is "to mark" or mark and focus how to apply the value of goodness in form of action or behavior, so people who are dishonest, cruel, greedy and bad behavior to other people are called as the bad character. Conversely, people whose behavior

in accordance with norm of moral is called as the good character. What are referred to as characteristic? If those properties had come since she was born, it is called as personal characteristic. If the bad characteristic would present when someone has grown up. So it is not a bad characteristic but only the bad deed which arise because there is one factor that led to the emergence of trait.

Character is the natural of trait which people got since they were born in this world. It is said as the congenital of birth because personal characteristic would have been seen since he was a kid even before they could not talk. If the child is born with a bad-tempered characteristic, then they would show their way, for example if they would get something and then we could not yet give it then they would show it in their crying or silent (sulk). The incident happened once or twice; even they would continue this same action in next time. After they grew up, natural of trait could not lost even it would be more visible, although it would be showing with different forms of anger or type action. For example, they would easily to offend because one of their friends said something which would make them angry although we know that their friends did not have purposing or intending to insult them. Begin from their feeling of offends, their trait of angry would appear and it would give negative effect. For example, so many people who will not like them and they will not want to hang out with them because they are bad boy. Understanding about the characteristic in the Ministry of Education Language Centre is a "congenital, heart, soul, personality, character, behavior, personality, nature, character, temperament, character". Characteristic is an element that lives and stay in our hearts and our souls that will give direction for us to do something. And then, if we are people who have kind characteristic, we have duty to control if our characteristic will force us to do something which would give negative effect for us and others. Sometimes, people give misconception and could

not distinguish while is bad characteristic or bad deed that they do in deliberately because they have the reason to do it or there are factors that influence it. For example, family which have situation of harmonies and enjoying life and then they have one child who is very spoiled. They are very rich and prosperous. But when they got adversity which befalls their family. They got poor which very unusual. The family was shattered, their child work as the prostitute and her money used to buy some alcohol and to take enjoy in night discotheque. And then her parents worked as a master thief. From that story, Vices are not said as the personal characteristic because it appears after something happens in this family. Sometimes we miss understand, we assume that these properties arise because it has been arranged by God Almighty. And after we trace the family's background, they are people who have good characteristic but circumstances have been forced them to change their way of live. Actually, if they able to control their passions and assume that this is not a disaster but only trials that have been through, perhaps that events would not occur. Nita would not be prostitute and her parents would not be a thief. This is called bad deed and it is not personal characteristics.

### **2.5.1.1 Aspects of Personal Characteristics**

Before we discuss what aspects of personal characteristics are? of course we realized that the term of characteristic has overheard or discuss what is meant of personal characteristics. Actually, what purpose the writer to discusses personal characteristics even he would explain what are aspects would a character. Humans would know each other. That the writer's purposing.

If we discuss about personal characteristics, of course we'll find a lot of theories to describe and define what is mean of personal characteristics.

The writer would begin to explain what is various of aspect which would be personal characteristics. There is a theory about the aspects which is raised by Klages, meaning of characteristic his book which has title "Psychology of Personality". Klages said that there are three aspects of personal characteristic:

1. Material or material (stoff)
2. Structure (structure)
3. The quality or nature (artung)

to facilitate the reader in understanding the above aspects, the authors will explain in more details below.

1. Material or material (stoff)

Material or materials is one aspect of personality that has a major influence to shape a personal characteristic. The material which include in aspects of character is not only form of money or other objects that have form tangible but also form of talent or talent that they took since he was born. Both of them are highly influential in characteristic. The material is eminent capital which provided or fate that would use to develop a human. For example, someone got fate to be poor people and brutal family. What did he see? He always see the violence and chaos. What did he hear? He always heard the insults, anger and dirty sayings. Indirectly, the characteristic will grow and develop according to the environment where they live now. If they able to recognize another environment and learn how to face or confront their life which is good, so the writer could conclude that there is no statement of impossible, they will able to improve their characteristic even

though we know that personal characteristic would be very difficult to achieve of changing because it has been come since the first time their life in this world.

That example would be greatly helping for us to understand the first aspect that is material or materials.

## 2. Structure (structure)

To give description about structure, Klages began to give meaning of structure. The meaning structure is one aspect as the complement from material aspects. If the material is content so we could call structure as the properties or formal form (formal eigense happen).

We are aware that everyone has differential of characteristic. What is the cause of these differences? Why do they have different behavior? Klages would give an explanation that the difference could be seen if we review from two different angles of driving force and the power resistor. According to the scientific, they would determine a person's behavior. If someone has a driver, for example they would do one of good deed for the child who resist hunger ( score 1) but he got a very large resistor (score 2) because he don't have anything so we know that the power resistor is greater than the driving. That example will help us to understand what the cause of human behavior. Thrusters and inhibitors will be greatly influence the behavior of someone to do something. If someone just to get strength inhibitor to do good deed so they will more often do poorly because the pusher felt unable to resist inhibition. That's some reasons why people can do something.

## 3. Qualities of Character (system drives)



We might know that willing and feelings is one thing that would be a struggle within oneself to do something. Willpower is not always same with feelings. For example, a person hoped to married with rich man but she did not feel comfortable when she knows rich man even she prefers chosen simple man to rich man. That is why the writer said that willing is often contras with feeling.

Klages gave his opinion in the following statement: if someone has willing and then he dared to appear it, so we would hear the term " I AM" from here, he would experience some event such as he would like to defend itself with his power, but if someone is propped himself against his feelings, several event which would arise such as hide himself, immerse himself.

Willingness would follow or resist feeling, but it could not make it to occur. New feeling will emerge if it can paralyze willing, it mean as willing and freedom to do activities.

And feeling is dependent and related. There are two types of passions such as lust for self-defense and desire to surrender. And it would be impeller of willing or the "I AM" that is soul. And then spirit and soul would force power of feeling. If a characteristic has two basic principles, then we can see that there are two character that is:

- *Personal characteristic which is controlled by soul (der Geist)*
- *Personality trait controlled by spirit (der SEELE)*

Shape the nature of the individual characteristics of the first show personality who review everything and the transcendental nature of the second character has a characteristic shape of the mystics and people who are drunk in the submission system.

If we have learned about what is meant of the characteristic, of course we would be able to infer what is meant personal characteristic. Personal character is the shape of a

character, personality, nature of existing to person who will become the main foundation to face life and teach how we should be socialization as well. Above, the writer has also been described what is the reason a person have different characters such as good character and bad character. And we know that character will be greatly affected how we will live in this world.

### **2.5.2 Understanding of Work Ethic**

Before the writer begins discussing the mean of work ethic, we should already understand the meaning of words which arranged in these sentences, there are work and ethic. Another name of ethos is ethics. Certainly we have often heard the term in our life. For example within the scope of family, work scope and the scope of community. The mean of ethics or ethos which has mention in before sentence certainly it has some differences even though we know that ethics possessed a lot of similarities. Of course, if we only discuss about what is meant of ethics or ethos, it would appear in similarity. But when we examined it detail so we will be able to see where the discrepancy. For example, the ethos which is the scope of the family is different from the scope of work. Ethics would be applicable to the scope of the family, it will tend to dotted on how should we honor parents, how should we behave politely to the parents and others. How about ethos which in the scope of working is not only required us to behave politely to the boss and fellow employees but we also must be able to give new powers to participate in the development of the company as a way to work in earnest and give opinions that would trigger the development of the company. After we see some describing of statement the role of ethics

which appeared scope of family and scope of work, of course we get a bright spot so we can determine what is the difference between both of components.

Now the writer would discuss what is issue in this point is what the meaning of ethics or ethos. According to the language (etymology) the term ethics comes from the Greek, namely ethos which means customs (habits), feelings of inner, fellow feeling to do something. Explained that feeling of inner that is one important component that will be the foundation for someone to do something. If the inner feeling is strong so it will become a habit that encourages a person to always act or behave. Within the scope of ethics, ethics can investigate all sorts of human actions that are considered good or bad, and both of them have laws. Ethics prefer disposed in regulation to become a habit or custom which should be applied by the orderly. But we must realize that it is not to all habits that we are doing very orderly is ethical. Human actions that arise is not ethical because that is only habit without willing such as breathing, heartbeat and squinted when exposed to light of a sudden. It is not included in the term and it don't have legal ethics. In fact, ethics is identical to good works but not impossible if the slope will occur in making sense of ethics. For example, a man named A said that B is the people who passed his house this afternoon have bad or no ethics. Maybe he's telling is true that B has no ethics because he (B) does not look toward by turning the head when he passed his house (A) although he (B) knew that he (A) has provided for her greeting. After we read that example, we will get another bit of knowledge about ethics is that there are two forms of ethics division. Both forms are good ethics and bad ethics. To give easy to understand, the writer will give some explanations about the good ethic and bad ethics

### **2.5.2.1 The Types of Ethics**

## 1. Good ethics

good (al-khair) is something that has reached perfection or something that creates a feeling of contentment and compassion in bringing pleasure. Something can be said to be good if it gives pleasure, satisfaction, and enjoyment for all of people who want it and get a positive value. Whether that is something worth doing or attempted but should not make other people feel lost or disrupted. The word of good got a point of perfection where others will feel the results of such actions. M. yatimin also have opinions about the ethics which was set in his book which has title "the study of ethics". He said that the measure of good ethics is associated with pleasure has many flaws that will adversely affect the value of ethics. There are four weaknesses in ethics, such as:

The values given local and temporal properties. What is the purpose of the statement above? For example, an act which is considered as good and provide benefits to the nation but in fact, such actions have an adverse impact for other nations. From the examples the writer said that the action was not a perfect indigo because the act only gives pleasure and satisfaction to one party. The values given are not objective properties. The point is the act of getting good value if the people who need assume that the action was good. But we realize that other people do not agree with us because they do not need it. So the writer concluded that these actions did not get perfection.

The value that will only deliver results because they have committed and do not see what the intentions and how he had to do the deed. According to the teaching of ethics, this is wrong. The value that says that the purpose of life just trying to look for delicacy and away from pain. If we understand the sentence, of course we know that the sentence is not good because just thinking about their own interests and do not care about the other's positions.

From some explanations, we could conclude that ethics can not be said to be good if the results of actions will only benefit one party and harm others.

## 2. Bad ethics

Bad ethics is ethics that harm others even worse ethics of self-inflicted. It has the meaning "it is not accordance with the norms and rules" so we might try to stay away from bad ethics. Bad ethics can be viewed from a variety of measures such as behavior that is not beautiful, rude, and gestures that are not pleasant.

Bad ethics are impeccable it caused why the religion and the rules were trying to avoid it. If someone has dared to do it so they are ones who have bad ethics.

Something bad is going to say when it have a bad impact for others and do not give pleasure or enjoyment. There are several examples of bad ethics that should be avoided such as:

Egoistic is just thinking himself and would not care about the other positions, whether they are happy or they are injured. We have to avoid egoistic trait because we know that we live in this world would not be alone and what we need must relate to other people, so we should be able to understand the feelings of others so they will also understand our feelings.

Why do not you give helping to each other? (Surat al-Shafaat [37]: 25

Sentence taken from the holy Al qur'an which suggested to us that we should help fellow human beings.

## 3. Liar trait

Liar trait is one bad trait that is very harmful to others. Liars are deed which would destroy opponents or anyone else. If we meet and deal with people like this, we'd better be careful

or do not believe what she says to us because the liars will often give false information to get what she wants. Below is one word that describes the false gods:

For anyone who speak a lie so they are the transgressors peoples (Surat Al-Imran [3]: 94))

4. Envy (yakh-sudun) is one of vices which assume that someone else should be lower than him. if someone has a jealous trait, he would never be able to see other people successful or happy. He will do anything to defeat another people who are considered to be competitors. Even they would dare commit the crime so that he saw other people fall and suffer.

Some examples of bad ethics above will give us some idea of what constitutes bad ethics. If we're going to get a perfect ethics, M yatimin expressed his opinions in his book the study of ethics is that there are three ways to get perfect grades, such as:

1. Through of God who created man with perfect trait. Good ethics could guide lust to submit and conform to the religion and reason. Humans will acquire knowledge without having to learn and educated without making the educational process. Their born and perfect, they are the prophets and the Prophet gods.
2. Through a serious struggle and strive with a good (revere 'hadah) and exercise (riya' dhah) is pledging to carry out good deeds. This is one way that humans do to get a good ethical perfection.
3. Through the process against lust. Someone will have the ethics of the noble and perfect if they was able to control their desires and be able to subdue them. Fight or how do not aim to eliminate or kill the passions of ourselves but we are advised to control it and educate so it would not against religion and norms there. Subdue the passions is one exam that will be hard because we know that lust is the half of us that we need every

moment. A Muhammad also admitted about this statement, he said that the enemy is the most powerful and great passions.

#### 2.5.2.2 Factors of ethical

If we begin to talk about what the factors that will affect ethics in humans, of course, we should see the motto adopted by Al-Ghazali is a true Sufism and famous. What's wrong with these slogans and what connects the motto to the topic that we discuss the factors that led to ethics. Then, if we see that is composed of several words into a statement which we refer to as the motto. From the statement "true Sufism and the famous" what is mean from slogan is true is that people always make every effort to mimic the properties of temperament and the true and almighty god who favored one such patient, honest, devout, ascetic, sincere, grateful, trying to run away from his orders and prohibitions.

And then, the writer will begin to explain about what the main factor that we say can affect ethics. The writer has four points to be discussion so that this will help readers to more easily understanding. The fourth points are human nature, ethical norms, rules of religion and the latter is the phenomenon of ethical awareness. To facilitate the reader inunderstanding this paper the writer will explain one by one. They are;

##### 1. Human nature

Before we discuss about human trait that became one of the factors that influence in ethics, of course we know that everyone has a personal characteristic that was taken since they was born in this world. As we know that the nature or character can not be abandoned or removed. Human nature is divided into two parts, namely the nature of

good and bad qualities. Both of properties are properties in accordance with the norms and in accordance with the teachings of religion such as honest, friendly, and forgiving others. Both of properties are very important to keep the dial-in harmony between man and man or man to another. So we might take good care and we must preserve. So, what should we do to keep and development it? If we intend to maintain and preserve it, the writer offers some examples of what we should do are:

*- we must be doing something that could give happiness to yourself and others so that everything we do will benefit ourselves and others. And if other people have to acknowledge and feel that what we do can give pleasure and do not harm them so they will assume that what we are doing is one of the good qualities we have.*

*- beside that, we are as the human religious and socialization , of course we should be able to apply what is contained in two things. Religion is an important element that can be used as the foundation and guidance for people to do something. If we want to do something and as recommended is the religion we believe that what we do is true because we know that all kinds of religions in this world always teach something that is correct and in accordance with prevailing norms.*

*-There is one more thing, we can do to be able to realize the nature of good example, and we must do any good to all people. If we have to maintain relationships between fellowhuman beings certainly our intention to realize the good qualities will be more visible.*

After we discuss the problem of good qualities, then we should continue the next point is a bad trait. Bad trait is the trait that is inconsistent with religious teachings and norms that have become the rule in life to make socialization for example angry, cruel, selfish, and a liar. All the



vices we have to leave because it would greatly harm ourselves and others that exist around us in particular. Vices are often a source of problems that exist in this world. In fact, we often find a great conflict, was caused by one's own vices. We know that the bad qualities are very different from what we learned in religious teachings or the norms in force, so we must strive to avoid it.

From the above explanation, of course we realize that human nature will greatly affect the ethics. If we have good qualities then we will also have good ethics is also, conversely, if we have bad properties then what will we do will be very influence the ethics we have. The author hopes that, if we are one person who has a bad character, we should often realize about ourself and try to control our emotions. If we have to realize that we are human beings who have bad properties then we will be much easier to control ourselves.

## 2. Ethical norms

Ethical norms are one component that can not be denied, and has a close relationship with what is meant by good behavior. Then, what is the motivation of the strongest and most important if we are connecting between the norms of ethics with the practice everyday or the term which we call as daily activities. Here, the writer have the opinion that the one thing that the strongest motivation is religious, why? Now we imagine and we try to understand why when we found children who engage in bad acts such as stealing the people who see it will say no! Then the little boy who will steal asked, why? Of course, the person will respond easily and spontaneously "because the religion forbids such actions". Almost all activities are opposed to religion is bad ethical norms. This is one of the reasons why the writer chose religion as the strongest and most important motivation to improve ethical norms.

### 3. The rules of religion

We are very aware that every religion has a content of the ethical teachings of the basic guidelines for people who embrace religion. Indeed there are some differences between one religion and another, but when we understand the meaning of the whole, the difference is not too much. The writer says that the teachings on ethics that exist in every religion is no different, but they have their own way to give or convey these teachings to the people who have faith in his religion. There are religions that preach about ethics in detail, and there is also a religion that is only expressed in terms that people who embrace religion should attempt to digest and understand what has been taught. The writer would say if there are reasonable people who have good ethics are not, in fact, they rather not have good ethics, but they do not understand what they have learned about good etiquette when they tried to understand through his religious teachings. And when they had not was really familiar with what they learned, they are bored and do not want to study religion. Thus, we can say that people are far from religion, they will be very close to bad ethics because what is mean with good ethics is what the recommended in religion and what is forbidden in the religion on some bad ethics.

### 4. The phenomenon of ethical awareness

Phenomenology is one of the factors that influence ethics. Why does the writer say that? If we see a wide range of phenomena that exist in life then we will also see a variety of ethical consciousness appears and is called ethics. What is the purposing of this statement is, when a person enter into a phenomenon, they will show what is meant awareness of ethics, for example, if someone wants to make a decision between two options A and B, if he chose A so he will get loss, but if he prefers B so many people will

lose but he will get advantage. In a phenomenon like this people will show awareness of ethics, whether he is selfish and more concerned with himself while he was aware that there will be many people who got hurt because of decisions taken and whether she prefers her loss. Ethics will show its form, whether good or bad, if someone is in a phenomenon that he faces so that people would choose the good or bad ethics in accordance with their realization.

Once we understand some of the factors, we realize that caused of bad ethic and good ethic is self-awareness to choose which of ethics in accordance with her wishes. Thus even though, some of the above factors can also affect the awareness of ethics, although the writer does not explain in detail.

Once we learn to understand about ethics, we should try to understand the topic of our discussion is the work ethic. Work ethic are the rules, customs, customs that will encourage someone to do their job well and has a big responsibility for what is be responsibility as a worker. Rules and customs that have made the goal of keeping the existing system within the company can deliver development for the soul of the company.

There are three important aspects that will affect the work ethic that is:

- *Interpersonal skills*: the point is of all things visible from within us like a habit, attitude, and behavior and how we look good. Above is very influential in terms of work ethic and if we are as workers have good interpersonal skills then we would get a lot of opportunities and the chance to be a good employee, so we will be able to achieve success.
- *Initiative*: as an employee we should have a high initiative and helping to grow

the company. We know that a company trying to find the best employees because he has a goal to advance the company. We must show our initiatives through our opinions whose objective was to develop the company. For example, we must have opinion when we conduct meetings or work properly and we have worked very hard. We also may do something new if we advance company goals, but we must remain to control our ethics.

- *Reliable*: we know that the fate of the company, prescriptive are on the quality of employees, if employees have a higher quality then a manager will be easier to give direction to employees in order to work properly. If a company brave to accept us as one of the employees at the venue means the company also gives us confidence that we will be able to works by both companies to advance it. After all we as employees should be able to work well and give all their capabilities to the company. That is called reliable.

The author will give some example of a good work ethic while at the office:

- *The important thing to do when entering such work on time*, good appearance, maintaining cleanliness and neatness of the office, planning a good working and always cheerful.

- *The important thing to do when will go home* , it is like Preparing a work plan for tomorrow, tidy place to work, should not feel rushed, asked for permission to superiors and saidgoodbye to fellow employees, and say hello when going home.

- *The important thing to do at work* as not much to say but a lot of work, maintain decorum in behavior and speech, and do not use office items to meet individual needs.

The examples above are just some of the existing regulations or corporate office and many more important things we must do as an employee who has a good work ethic.

### **2.5.3 BO (Briefing Office) Radin Inten II Airport**

Briefing Office is one of the existing units at the airport Radin intensity II and he has a very important role for flight systems at airports Radin intensity II because the briefing office have role to control all flights are conducted In airport. Briefing office is a unit that serves about aviation security and processes such as flight plans, reports that the plane had arrived even he also serves the reports of flight delays. The writer will provide further detail so that readers will be easier to understand what the role of the office for the flight briefing. There are some tasks that the responsibility of the briefing office, such as:

1. Send a flight plan has been made by the pilot that the flight schedule will be clearly known.

For example:

-(FPL-GIA104-IS

-B733/M-SDHIW/C

-WIII0730

-NO390F125 CKG TULIP WIII TKG DCT

-WICT0028 WIII

REG/PKGHX DOF/110713 SEL/EGCF OPR/GARUDA NAV/AUSEP

RMK/EQUIPPED)

2. Sending a departure if it knows that the plane will depart

For example:

(DEP-SJY096/A1743-WIII0323-WICT)

3. Sending a message that the plane coming from another airport has arrived at the airport

Radin intensity II

For example:

(ARR-GIA101-WIII0730-WICT0732)

### **2.5.3.1 Relation Another Unit**

Briefing office is one unit that works to serve the flight but not to serve passengers. Relating to the briefing office is a pilot and a few units that have interests in such scope Briefing Office tel nav (telecommunications and navigation) and ATC (Air Traffic Control). Tel nav is a unit that will provide all these services units that need it. Tel nav works if there are units that were damaged in the tools used. Briefing Office also frequently use the services of a la-tel nav because the tools used in the BO is very susceptible to damage. For more details, the writer will give an explanation of the units that have a very important relationship Briefing Office.

1. Tel Nav (Telecommunications and Navigation) is a unit located closest to the Briefing Office. Tel is located on the left tel nav Briefing Office so it will be easier to establish communication if Briefing Office susceptible to interference on the operation because there is a broken tool. This unit is very important for the Briefing Office.
2. ATC (Air Traffic Control) is located in front of the Briefing Office but its location is indented slightly to the left. The distance is - + 5 meters and has the tallest building design of all units at the airport Radin Inten II despite a very small diameter. ATC (Air Traffic Control) has a duty as a monitor of activities of all flights at these airports and work associated with the Briefing Office is to provide results of their talks with pilots who are conducting flight through a direct voice connection to the Briefing Office. So, whatever be the talk of the ATC to the pilots who were conducting the flight will be heard by employees who are performing duties in the Briefing Office. Thus Briefing Office employee who is working will get what information needs to be written to fill out monthly reports such as some height used to conduct the flight, what kind and type of aircraft that do flight and when the aircraft will arrive at the airport Radin Inten II. All it

requires good cooperation between the Briefing Office and the ATC (Air Traffic Control).

3. Pilot. Actually we know that the pilot is not a unit but also the most important part in the pilot's flight. It is not possible if the flight would be able to walk without a pilot. Pilot has a very important relationship with the Office Briefing for all aviation system that will be the pilot must obtain approval Briefing Office. Before airline pilots do they have to make a flight plan and briefing of Office as a monitor should control and decide whether the aircraft is feasible to perform lighting. If there is damage and the aircraft is not feasible to fly the Briefing Office has responsible to convey to the airport which will be the location of the landing that the plane was damaged so the flight would be canceled for repairs.

#### **2.5.3.2 Relation with Tools**

The above is a unit that has a very important relationship with the Briefing Office and now we will discuss about what are the tools used in the Briefing Office to facilitate the work. There are several tools commonly used Briefing Office to make it easy to complete the hire who we know that the task of briefing the Office has a very important role for aviation safety. The tools are telex machine, telephone, speakers, computers and single side band. The author will give an explanation of what the benefits of all the tools above.

1. Telex machine

Telex machine is a tool used to make sending messages to other airports or airports that become destinations such as the delivery flight plan, departure, arrival and NOTAM. This



tool provides assistance both to complete the work, especially for employees. They have easy because they use a telex machine.

## 2. Telephone

Briefing Office has two types of telephone. The type is two-digit and three digits.

Telephone will be used if the Briefing Office would like to get information or send information to another unit such as information services and ATC. For example, if the Briefing Office received the news that the plane will depart GIA 103 (departure) from Jakarta, then they must provide this information to the information service has a duty to give information to passengers about the flight schedule. Office Briefing always use the telephone to convey the message.

## 3. Speaker

Speaker is a tool that will support the work system in the Briefing Office. Its function is to listen to conversations between pilots and Air Traffic Controllers. Speakers must live every time and employees who are working must always listen to either as a result of conversations between pilots and Air Traffic Controllers will be fed into the data log book.

## 4. Single side band

Single side band is one of the oral communications with an aircraft and other information about the That Is needed in aviation from the airport to the other airport. But this equipment is rarely used because the staff prefer to use telex machine more Often. This radio is used if machine telex was in error.

## 5. Computer

Computer is a tool that has many functions. Such as storing data, creating letters, monthly reports, pictures and so forth.

### **2.5.3.3 Relation with Staff**

After understanding some of the tools used in the Briefing Office, we will discuss about employees working in the Briefing Office. During one month the author conducted field work practice (PKL) in Radin Inten II Lampung airport and he got one of the units at this airport is Briefing Office, the writer tries to adjust to work there and try to learn it. But you should know that the writer not only get to know the type of work, but he also sought to recognize employees who worked there. The author can establish a harmonious relationship with all employees and he can establish good cooperation in doing the work. There were nine employees working in the Briefing Office and one of them is a pack of Mr. Yamin. He is the coordinator Briefing Office that could work very well. And there were two female employees who are also able to work well; they are Mrs. Rosyana and Weni. Then the male employees there are 7 people. They are a pack of Joseph, Aswan, Benny, Suharno, revelation, and the youngest is Mr. Hasim. We know that they are not the same character and I will attempt to give a little explanation of the differences that are owned by their character.

1. Pak m. Yamin as coordinator Briefing Office and we know that he is a person who deserves to be an example to his men. He is very smart and intelligent; he can adjust when he should be serious and when he had to relax. If he was in serious condition

because he would get angry if anyone tried to bother him. Let's see, if he is relaxed, then you should ask her because she is very humorous joke. He was a very diligent and leaped a bound. All work wills he completed on time. Actually there are many more who will be writers have to say about the pack Yamin, but the author is confused how to express it because the author thought the limit was minimal. That's some picture of a favorable Yamin pack.

2. The writer will discuss about Mrs. Weni. He is a graceful woman, beautiful and has a very high value of politeness. He is patient and kind. He likes to work hard and take responsibility for his work. He always kept clean because he is one of the staff who has responsibilities as coordinator of cleanliness, but he could not adapt to new people quickly.
3. Mrs. Rosviana, he is one of female employees who have responsibilities as a secretary at the Briefing Office. He has a responsibility which is very much like making report of flights per month, making recapitulation aviation system etc so we can conclude that he is a busy woman. This incident is one reason why he always gives the face a serious and easily offended. The fire he is the person in charge if he got the job. He was not lazy but still lacks the level of decency.
4. Mr. Hashim is the youngest staff in the Briefing Office but he has a very good ability. He is a man intelligent, diligent, kind and spirit. He was friendly and polite man. He was always smiling to everyone who met him.
5. Mr. Benny is one of the employees in the Office briefing. He was funny, humorous, kind and friendly. However, there is one trait bad as lazy and not keeping the environment clean.

6. Mr. Suharno is one good and friendly staff. He was not very polite and diligent. He was not very disciplined and responsible.
7. Mr. Yusup is one of the employees who have a selfish nature. He always assumes that what he thinks is right. He was brave. If he feels that he does not agree then he will speak directly. He has no fear. He's good but lazy.
8. Mr. Aswan (ian) is one employee who makes the writer frozen and she always was afraid if he wants to do something because he knows that the pack is an employee who has Aswan intemperance. Mr. Aswan was diligent but fierce. He was not friendly and easily offended. So, we must be careful if we want to talk to him.
9. Mr. Wahyu is one employee who has a quiet nature. He was polite and friendly but he's shy. He's lazy because he always preferred to sit outside the office than to work because he considers that there is other staff who became his partner when he got his working hours and they were able to work alone.

#### **2.5.4 Relationship Between Personal Characteristic and Work Ethic at Briefing Office Radin Inten II Airport.**

Before, we had known what is mean personal characteristic, work ethic and some describe about Briefing Office. Let we remember what would we discussion in this section, that is about work ethic and personal characteristic. As we know that Briefing Office has 9 staff, and their character are so different. So what should do to lose this different, so they could work as their responsible as the staff at Briefing Office. There are some element unit which would have

relationship with Briefing Office and they might be able to use their work ethic and leave their personal characteristics because they might be able to make good relationships. There are:

1. For the first, relationship with other units; there are some units which have relationships with Briefing Office such as Telecommunication and Navigation unit, Air Traffic Control unit and Information Service. In the past, we had discussed what their responsibilities are. After we know that Briefing Office always makes relations with them so Briefing Office as the one of units which need them, all staff in Briefing Office might realize that they might make good relationships. For example, when they directly make relations with Telecommunication and Navigation, they might show good service and leave their bad characteristics which they have. If their character is angry, they might be able to control their emotions and try not to be angry. And they might realize that they often need this unit so both of them might make good relationships.
2. The second is relationship with customers, who are being their customers that is pilots. As we know that Briefing Office is one of units which has responsibilities to service flights. One of them is to make flight plans, and flight plans are used for pilot flights. So once a customer who often meets Briefing Office is a pilot. For example, when a pilot comes to make a flight plan, they might service them with good service. We might control our emotions if there is a pilot who made a mistake. We might realize that their mistake is not willful.
3. The third is relationship with another staff in Briefing Office. Briefing Office has 9 staff who have each characteristic, and they might work together in one unit. So they might make good relations with each other and for temporary they might leave their natural characteristics because it would be a bad impact if they only think of themselves.

All of above statement is discusses that they might control their emotion and make a good relation with all of, and as we know that work ethic is one of important element which would able to control differential characteristic in all of places especially in accompany. Without work ethic they could not while bad or good because they just believe that their opinion is true. In spite of, we know that is only emotional trait. So it caused why the writer said that work ethic and personal characteristic has relationship.

### **2.5.5 Problem Encountered and Solution**

The writer encountered problem during field practice in raden in Raden Inten II Airport. The writer encountered the problem when the writer is not skillful some activities.

#### **2.5.5.1 Problem Encountered**

The writer carried out field practice for two months in Raden Inten II Airport. It started from May until June 30, 2011. During field practice, the writer found some problems that were faced especially in Briefing Office. The difficulties faced by the writer was not able to translate flight messages, reading flight messages and understanding the conversation between the pilot and the air traffic controller. The language used in the aviation is not the same as general English. That is because the language used is English for aviation and phraseology. Aviation English has many codes and abbreviations.

#### **2.5.5.2 Solution**

From the result of problem identifications above, the writer solved her problem when she carried out field practice. To solve this problem, the writer tried to read some references such as Annex X11 and some reading books which would help her to understand about what would be matter. Beside that, the writer also looked for some people who were considered as the senior who would help her. After the writer tried to make her self met them, she made her self-confidence to ask them about her matter. The writer was very glad because they gave all of knowledge to help her to solve the matter. Finally, the writer got some knowledge from them and she was able to understand about it.

#### **5.5.6. Important Skill to Develop in the Future**

All students before they carry out field practice should provide themselves with knowledge or skill that they got in faculty. This matter is important to them as main capital. So, they will be capable to apply their skill and knowledge in the institution where they carry out field practice. This matter was also done by the writer when she carried out field practice in Raden Inten II Airport. Based on her observation during field practice, there are some skills needed to develop in the future such as listening skill, translation skill, and computer skill. It will explain as follows;

##### **5.5.6.1 Listening Skill**

It is very important to the students of Diploma III English Professional Program especially in Briefing Office because the writer felt that she found a problem when she heard from the phraseology between pilots and controllers is a new one, and she never learned the lesson in the campus. If listening skills is not good enough the writer would not do the duties well.

#### **5.5.6.2 Translation Skill**

Translation is one of important skill which we might know and understand. Translation skill would be great helping in this situation because we knew that all of books and source of knowledge about aviation usually used English language. So, what could we do if we found some writing or reading which used English language and we did not know what it is? If we have known about how to translate well, we would easily to understand about what we had read or looked. So, the writer suggested for all of the reader because translation would be important element if students would do field practice.

#### **5.5.6.3. Computer Skill**

Recently, computer becomes main tool in work sector, so the ability to operate computer is needed by the students. In globalization era human resource is demanded to follow the technology development if they want to get a good job. Finally, the writer could use listening skill, translation skill, and computer skill that she had gotten from faculty when she carried out field practice in Raden Inten II Airport. Those which have been mentioned above need to be discussed by the lectures of Diploma III so that the quality of the students can be improved.



