

AN INTERNSHIP REPORT IN PT. ANGKASA PURA 1 (PERSERO)
YOGYAKARTA INTERNATIONAL AIRPORT

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Abstrak

Magang merupakan proses penerapan ilmu setelah melalui tahapan pendidikan. Dengan mengikuti program magang, mahasiswa dapat memperoleh pengetahuan dan keterampilan yang terjadi di dunia kerja. Melakukan program magang di PT. Angkasa Pura 1 (PERSERO) Bandara Internasional Yogyakarta adalah tempat terbaik untuk menerapkan ilmu yang telah dipelajari di kampus. Dalam program magang, mahasiswa ditempatkan di customer service keberangkatan, kedatangan, Airport Operation Control Center (AOCC), Tourist Information Center (TIC), customer service Aviation bertugas memberikan pelayanan informasi kepada penumpang atau calon penumpang. Customer service officer juga berkomunikasi dengan pihak maskapai dan semua pihak yang terkait dengan penerbangan. Customer service harus pintar merumuskan masalah dan mencari solusi dengan cepat jika ada sesuatu atau masalah yang berkaitan dengan penerbangan. Dari hasil pengalaman tersebut, penulis dapat menyimpulkan bahwa program magang sangat bermanfaat untuk persiapan memasuki dunia kerja.

Kata kunci: Program Magang, Bandara, dan Layanan Pelanggan.

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Abstract

Internship is the process of applying knowledge after going through the stages of education. By joining an internship program, students can gain knowledge and skills that occur in the world of work. Conduct an internship program at PT. Angkasa Pura 1 (PERSERO) Yogyakarta International Airport is the best place to apply the knowledge that has been learned on campus. In the internship program, students are placed in customer service departures, arrivals, Airport Operation Control Center (AOCC), Tourist Information Center (TIC), Aviation customer service in charge of providing information services to passengers or prospective passengers. The customer service officer also communicates with the airline and all parties related to the flight. Customer service must be smart to formulate problems and find solutions quickly if there is something or problems related to flights. From the results of these experiences, the authors can conclude that the internship program is very useful for preparation for entering the world of work.

Keywords: Internship Program, Airport, and Customer Service.