

TABLE OF CONTENTS

LEMBAR PENGESAHAN	iii
MOTTO	iv
PERNYATAAN.....	v
ACKNOWLEDGEMENT.....	vi
INTISARI	vii
ABSTRACT	viii
TABLE OF CONTENTS	ix
TABLE OF FIGURES.....	xi
CHAPTER 1	
INTRODUCTION.....	1
1.1 Background of Study	1
1.2 Objectives of Study	3
1.3 Scope of Study	3
1.4 Method of Study	3
1.4.1 Method of Collecting Data	4
1.4.2 Method of Analyzing The Data	4
1.4.3 Method of Presenting The Data	4
1.5 Presentation	4
CHAPTER 2	
PROFILE OF YOGYAKARTA TRAIN STATION	5
2.1 History of PT Kereta Api Indonesia (PERSERO).....	5
2.2 Profile of Yogyakarta Train Station	5
2.3 Location	6
2.4 Vision and Missions	6
2.5 Logo.....	6
2.6 Company Culture.....	7
2.7 Organization Structure.....	8
2.8 Facilities and Services	9
2.9 Contacts	19
CHAPTER 3	
THE ROLES OF ANNOUNCER ON SUPPORTING SERVICE EXCELLENCE IN YOGYAKARTA TRAIN STATION.....	20
3.1 Definition of Announcer.....	21

3.2	Standard Operating Procedure of Front Officer in PT Kereta Api Indonesia	22
3.3	Information Content	24
3.4	Medium.....	32
3.5	Delivering Information Techniques.....	33
CHAPTER 4		
CONCLUSION		35
WORKS CITED.....		37

TABLE OF FIGURES

Figure 1. Kereta Api Indonesia Logo	6
Figure 2. PT Kereta Api Indonesia Company Culture.....	7
Figure 3. Organizational Structure of Yogyakarta train Station	8
Figure 4. High platforms of Yogyakarta train station.....	10
Figure 5. Priority and charging on seats in waiting area of Yogyakarta train Station.....	10
Figure 6. VIP Room of Yogyakarta train station	11
Figure 7. Toilets and mosque in Yogyakarta train station	11
Figure 8. Co-working space in Yogyakarta train station	12
Figure 9. Dropzone and Parking lot in Yogyakarta train station	12
Figure 10. Lockers and vending machine in Yogyakarta train station	13
Figure 11. Charging corner in Yogyakarta train station.	13
Figure 12. Track display in Yogyakarta train station	14
Figure 13. ATM center in Yogyakarta train station.....	14
Figure 14. Anggrek Executive Lounge in Yogyakarta train station	15
Figure 15. Tunnel exit in Yogyakarta train station	15
Figure 16. Tourist information center in Yogyakarta train station.	16
Figure 17. Damri's corner in Yogyakarta train station	16
Figure 18. UMKM stalls in Yogyakarta train station	17
Figure 19. Customer service office in Yogyakarta train station	17
Figure 20. Ticketing activity in Yogyakarta train station	18
Figure 21. Check-in counter in Yogyakarta train station.....	18
Figure 22. Boarding pass in Yogyakarta train station.....	19
Figure 23. Yogyakarta train station announcer, from Dewi personal documentation. March. 2019.....	21
Figure 24. Physical appearance of announcer announcing outside the room, from Dewi personal documentation. March. 2019.....	23
Figure 25. Device used for announcing, from Dewi Rahmawati personal documentation. September. 2019	33