

INTISARI

Tugas akhir ini berjudul ”Peran Unit *Check-In Counter* Dan *Boarding Gate* Dalam Mencapai *Excellent Services* Di PT. Jasa Angkasa Semesta Bandar Udara Internasional Adisutjipto Yogyakarta”, dan memiliki tujuan agar staf bagian *Check-in* dan *Boarding Gate* dapat memberi pelayanan prima atau *excellent services* yang berdampak positif bagi kepuasan calon penumpang.

Dalam menyusun tugas akhir ini penulis menggunakan beberapa macam metode penelitian diantaranya observasi partisipatif atau praktik kerja lapangan, metode wawancara, dokumentasi, serta bersumber dari studi pustaka.

Hasil penelitian yang dilakukan oleh penulis memuat beberapa bahasan, seperti apa saja langkah yang dilakukan staf pasasi sesuai Standard Operasional Prosedur (SOP) agar tercapai pelayanan prima yang diinginkan, lalu bagaimana upaya yang dilakukan agar staf pasasi dapat meningkatkan kualitas diri dalam memberi *excellent services*, dan juga proses serta langkah-langkah yang dilakukan mulai dari melayani calon penumpang di *check-in counter* hingga ke *boarding gate*.

Kata kunci: pelayanan prima, *check-in*, pintu keberangkatan

ABSTRACT

This study has a title “The role of Chek-in Counter and Borading Gate to goals the excellent services in PT. Jasa Angkasa Semesta Adisutjipto International Airport”, and has the goal of keeping the staff section Check-in and Boarding Gate can provide excellent service that positively impact the satisfaction of passengers.

In compiling this thesis the author uses several kinds of research methods including participatory observation or job training, interview, documentation, as well as derived from the literature.

Results of research conducted by the author includes several topics , such as what are the steps taken by the staff pasasi according to the Standard Operating Procedure (SOP) in order to achieve the desired excellent service , and how the efforts made in order to improve the quality of staff pasasi ourselves in providing excellent services , and also the process and the steps undertaken start serving passengers at check-in counters to the boarding gate.

Keywords: *excellent service, check-in, boarding gate*