

INTISARI

Tugas akhir ini berjudul “Tugas Customer Service Operasional PT. Gapura Angkasa Dalam Menangani Penumpang *Irregularity Flight* Pada Maskapai Garuda Indonesia di Bandara Internasional Sultan Aji Muhammad Sulaiman Sepinggan Balikpapan”, dan memiliki tujuan untuk mengetahui tugas seorang petugas *customer service operational* dalam menangani kasus penumpang yang mengalami *irregularity flight*.

Dalam menyusun tugas akhir ini, penulis menggunakan berbagai macam metode penelitian, diantaranya observasi langsung atau praktik kerja lapangan, metode wawancara, dokumentasi, serta studi pustaka.

Hasil penelitian memaparkan pentingnya tugas dan peran petugas sub-unit *customer service operational* dalam menangani kasus penumpang yang mengalami *irregularity flight*. Sub-unit *customer service operational* merupakan suatu bagian operasional yang memiliki tugas dan peran serta cukup penting di dalam suatu bandar udara, terutama untuk menangani masalah yang dialami penumpang berkaitan dengan jadwal penerbangan atau penerbangannya.

Kata Kunci : PT Gapura Angkasa, Bandara Sepinggan, Garuda Indonesia, *customer service*, *irregularity flight*, *customer service operational*.

ABSTRACT

The final project is titled “The Duty of Customer Service Operational Division PT Gapura Angkasa in Handling Passengers Who Have Experienced Irregularity Flight for Garuda Indonesia Airlines in Sultan Aji Muhammad Sulaiman Internasional Airport, Sepinggan Balikpapan”, and it aims to determine the role of operational customer service representative in handling the case of passengers who have had irregular flights.

In compiling this thesis, the author uses a wide variety of researchers methods, including direct observation or job training, interview, documentation and literature.

The results of the study describes the importance of the role of an operational customer service in the case of passengers who have irregular flight. Customer service unit is an operational part that has a significant part in activities at airports, especially for handling problems experienced by passengers in relation to flight schedules or flight.

Keywords : PT Gapura Angkasa, Sepinggan Airport, Garuda Indonesia, customer service, irregularity flight, customer service operational.