

**IMPROVING INTERACTION AND SERVICES:
DEVELOPING A GUIDEBOOK FOR THE AIRPORT
LANDSIDE TERMINAL DIVISION**



FINAL PROJECT

A Partial Fulfilment of the Requirements for the Degree of
Bachelor of Applied Foreign Language

by

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**BACHELOR OF APPLIED FOREIGN LANGUAGE
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2025**

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A FINAL PROJECT**

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I hope this final assignment can be a good reference for readers. I realize that there is a lot of weaknesses in this research report, so any criticism, ideas, and suggestions are highly appreciated.

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ABSTRACT

This research aims to develop a guidebook titled “Clear for Duty: *Buku Pendamping Staf Operasional Bandara*”, made for the operational staff at Yogyakarta International Airport (YIA). The background of this study is the lack of systematic and structured English communication materials for daily tasks, communication and interaction with passengers, and airport announcements. This study uses the Research and Development (R&D) method by Sugiyono. The final product is a guidebook that includes simulation dialogues, airport announcements, interactions with passengers with special needs, and a glossary of aviation terms. The validation results from a language expert and a field practitioner show that this product is suitable to be used as English communication training material for airport staff. This guidebook is expected to give a real contribution to improving the English skills of operational staff, especially in the area of service and flight safety.

Keywords: ESP, Guidebook, Interaction, Services.

ABSTRAK

Penelitian ini bertujuan untuk mengembangkan sebuah guidebook berjudul “Clear for Duty: Buku Pendamping Staf Operasional Bandara” yang diperuntukkan bagi staf operasional di Bandar Udara Internasional Yogyakarta (YIA). Latar belakang penelitian ini adalah belum tersedianya materi komunikasi berbahasa Inggris yang sistematis dan terstruktur untuk keperluan bekerja harian, komunikasi dan interaksi dengan penumpang, serta pengumuman bandara. Metode yang digunakan dalam penelitian ini adalah Research and Development (R&D) dari Sugiyono. Produk akhir berupa buku panduan berisi dialog simulasi, pengumuman bandara, interaksi dengan penumpang berkebutuhan khusus, serta glosarium istilah penerbangan. Hasil validasi dari ahli bahasa dan praktisi lapangan menunjukkan bahwa produk ini layak digunakan sebagai materi pelatihan komunikasi bahasa Inggris untuk staf bandara. Guidebook ini diharapkan dapat menjadi kontribusi nyata dalam meningkatkan kompetensi bahasa Inggris staf operasional bandara, khususnya dalam konteks pelayanan dan keselamatan penerbangan.

Kata Kunci: *ESP, Buku Panduan, Interaksi, Pelayanan.*

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