

Chapter V

Conclusion and Suggestion

5.1 Conclusion

Based on in depth interview and observation at PT KAI Kertapati railway station. Which was conducted by the researcher during two weeks from 14 June-28 June 2017. The all company need a customer service department the function are: to handle complain from customer, to receive customer suggestion, and helping to give information to customer. Customer Service officer have to work based on SOP to give better service as the guidelines of work

After collecting all data from the research and the researcher can conclude that the implementation SOP is very important because work using SOP will make a good result and also to reduce mistake during the work. Work without SOP will create a bad result. The purpose of SOPs is to explain the details or fixed standards concerning repetitive work activities organized within an organization. Good SOPs are SOPs that can make better work flow, guide new employees, cost savings, ease of supervision, and result in good coordination between different parts of the company. Next is benefits of SOP is a written stipulation of what to do, when, where and by whom and is made to avoid variations in the process of execution of activities by employees that will disrupt the performance of the organization (government agencies) as a whole.

The all Customer Service Staff already implement the SOP of Customer Service. Then according kasmirh's opinion that same idea with customer service staff who said that the functions of Customer Service are :Receptionist, Deskman, Salesman, Customer Relation Officer and Communicator

5.2 Suggestion

In order to provide Professional, helpful and high quality service and assistance before, during and after sale The researcher suggest to the customer service officer to implement SOP and obey the Functions of Customer Service especially as Deskman, receptionist, Salesman, Customer Relation Officer,

Communicator. It means they have consistent to do their job. Customer will feel comfortable when they serve with service excellence. Giving responsiveness service, talking friendly, maintaining customer relation to customers. They should have a good integrity, Professional, be aware with SOP, full of innovation and apply excellence service