

## TABLE OF CONTENTS

<b>THE APPROVAL SHEET</b> .....	i
<b>INTELLECTUAL PROPERTY STATEMENT FORM</b> .....	ii
<b>THE IMPROVEMENT SHEET</b> .....	iii
<b>MOTTO AND DEDICATION</b> .....	iv
<b>ABSTRACT</b> .....	v
<b>ABSTRAKSI</b> .....	vi
<b>ACKNOWLEDGEMENT</b> .....	vii
<b>TABLE OF CONTENTS</b> .....	viii
<b>LIST OF FIGURES</b> .....	x
<b>LIST OF APPENDIXES</b> .....	xi
<b>CHAPTER I INTRODUCTION</b> .....	12
<b>A. The Background of the Research</b> .....	12
<b>B. Question and Scope of the Research</b> .....	16
<b>C. Objective and Significance of the Research</b> .....	16
<b>D. Operational Definition</b> .....	17
<b>E. Research Methodology</b> .....	18
<b>F. The Systematic of the Paper</b> .....	18
<b>CHAPTER II THEORETICAL DESCRIPTION</b> .....	20
<b>A. Editor</b> .....	20
<b>B. Service Industry</b> .....	28

<b>C. Research of Relevance .....</b>	<b>32</b>
<b>CHAPTER III COMPANY PROFILE.....</b>	<b>34</b>
<b>A. General Description of the Company.....</b>	<b>34</b>
<b>B. Vision and Mission .....</b>	<b>35</b>
<b>C. Organization Structure.....</b>	<b>36</b>
<b>D. Roles and Responsibilities .....</b>	<b>37</b>
<b>CHAPTER IV REPORT OF OBSERVATION FINDINGS .....</b>	<b>40</b>
<b>A. Description of the Data .....</b>	<b>40</b>
<b>B. The Roles of Editor .....</b>	<b>50</b>
<b>C. Obstacles .....</b>	<b>60</b>
<b>D. Problem Solving .....</b>	<b>63</b>
<b>CHAPTER V CONCLUSION AND SUGGESTION .....</b>	<b>67</b>
<b>A. Conclusion.....</b>	<b>67</b>
<b>B. Suggestion .....</b>	<b>68</b>
<b>BIBLIOGRAPHY .....</b>	<b>70</b>
<b>APPENDIXES .....</b>	<b>71</b>
<b>BIOGRAPHY .....</b>	<b>82</b>