

Abstract

Studying about the preparation of ground operating system training manual and the evaluation of using, it aims to prepare the ground operating system training manual and to study trainee's satisfaction of Royal Jordanian Airlines for using ground operating system training manual. To prepare the ground operating system training manual and evaluate satisfaction from using this manual by questionnaire, then analyze the data by statistical software for percentage, mean and standard deviation. The results can be summarized as follows.

Overviews of the respondents were found that most of the respondents were female, between the ages of 22 years and 4 months trainee positions are directly related to the operation manual.

Information on satisfaction of respondents was found that the respondents gave the satisfaction of the ground operating system training manual in very good standard. As divided into each section found that Satisfaction of using manual including the first three, using the program and various codes in the operation of this manual, the awareness and understanding of the procedures in this manual, and the advantage for operation respectively.

Key words : Ground Operating System Training Manual / Satisfaction / Royal Jordanian Airlines