

CHAPTER I. INTRODUCTION

1.1 Background

The current era of globalization and free markets requires the Indonesian state to have high quality human resources. This is needed because human resources are expected to have expertise and quality. One way to become a quality human resource that can be a workforce that can be achieved by using science and technology that has been studied in the real workplace.

Politeknik Negeri Jember is one of the educational institutions that teaches about the real workplace and it is the requires their students to take in work practices. The purposes of doing this program can develop the skills and understanding the work ethics by going straight to the field, as well as to get the opportunity to apply the knowledge and skills that are obtained when attending lectures. This program also offers to get experience, so students will get provisions from the Internship Program that has been implemented. In addition, students will know the skills and knowledge that need to be developed and need to be maintained.

Kusuma Agrowisata is a hotel and agro tourism located in Batu, East Java. The tourist attractions offered are places that provide picking tourism services in orchards of apples, oranges, guava, dragon fruit, strawberries and pesticide-free hydroponic vegetables. In Kusuma Agrowisata divided into some division especially in Sport and Recreation. Sport Recreation division has a some subdivision such as Outbound Subdivision, Guiding Subdivision, and Waterpark Subdivision. In this Intership Program the writer was placed in Guiding Subdivision. The activity being guide is accomapnying the tourist during the trip. This is needed communication skills to handle the tourists. Furthemore, the writer also applied Speaking skill and Listening skill in order to explain the agrotourism and give the best service for tourist.

1.2 Objectives

1.2.1 General Objective of Internship Program

The general objective of doing the Internship Program is the writer able to improve the skills, the knowledge, and the experience to work in the real work place.

1.2.2 Specific Objective of Internship Program

- a. The writer able to apply all the language skills that have learned from English study program in the real workplace.
- b. The writer able to improve the communication competence that have learned from English study program, especially in English language.
- c. The writer able to improve their personality during internship program, that very important in the real workplace.
- d. The writer able to develop their soft skills, and hard skills in the real workplace based on their job.

1.3 Significances

1.3.1 For the trainee

The trainee could apply the language skills that have learned in the English Study Program in the real work place and the trainee may get valuable experience of being a professional tour guide.

1.3.2 For Politeknik Negeri Jember

This program can support the cooperation between Politeknik Negeri Jember and Kusuma Agrowisata.

1.3.3 For English Study Program

This internship report could be the references of the students of English Study Program in writing the report of internship program.

1.3.4 For Kusuma Agrowisata

This internship program provided supporting worker for Kusuma Agrowisata in guiding division.

1.4 Place and Time of Internship Program

The internship program was conducted at Kusuma Agrowisata Batu located at Jl. Abdul Gani Atas PO BOX 36, Batu - East Java. To get more information about Kusuma Agrowisata, you can call on 0341-599418 and send an email to agrowisata@kusuma-agrowisata.com. The Internship Program was started for two months as 424 hours. It started from 11th February to 11th April 2019. The working days are 6 days and one day for holiday. The working time started from 8 am to 4 pm, it was about 8 hours a day.