

CHAPTER 1. INTRODUCTION

1.1 Background

Politeknik Negeri Jember is a vocational college. It means that the purpose of the college is to make the students to be ready when they'll be faced with real life work after they graduate. In order to reach the goal, internship program is one of the most important things for the students to conduct. Internship Program is when an organization offered work experience to someone for amount of time, usually internship program is conducted for high school students, college students, and even post-graduates. People who got the offer will work as trainees, and the division placement will be done by the organization according to the passion and skills of the people who conducted the internship program. In addition, internship is one of the main quests that the students of Politeknik Negeri Jember to complete so they can graduate from the college. As one of the students of the English Study Program in Politeknik Negeri Jember, the writer conducted internship program so he can train anything that he got from the class he attended in the real workplace. While he studying in the college, he learnt English basic skills, like listening, speaking, reading, and writing. Not only for general purposes, the writer also taught English for specific purposes, too, such as English for Tour and Travel, English for Agrotourism, English for Banking, English for Hotel and Restaurant, English for Secretary, and English for Correspondence.

The writer chooses Kusuma Agrowisata as the place where he conducts the internship program to apply the skills he learnt in the college. The writer thinks that he could improve his skills there, because Kusuma Agrowisata is a tourism object, which means the aim of the place is to make the visitors as comfortable as possible and make them happy. While doing the internship program, the writer is putted in the Sport and Recreation Division in Guiding Subdivision, the division which is meant to

communicate with the visitors, and of course, ensure their happiness while they are there. In order to be good in his job, the writer has to know the workplace, including the plantations and environment, and know how to be a good guide, like having good communication skills and problem solving skills.

In the Sport and Recreation Division, the writer could apply some of his skills which he learnt from the college. The writer could apply his speaking, listening, English for Agrotourism, and English for Tour and Travel skills. For example, English for Agrotourism is applied where the writer explains to the visitors about the plantations in the Kusuma Agrowisata, while English for Tour and Travel is applied when the writer is guiding and explaining other things to the visitors. And of course, while interacting with the visitors, the speaking and listening skills of the writer is also used, such as giving explanation and answering the questions.

1.2 Objectives

1.2.1 General Objective of Internship Program

The general objective of doing the Internship Program is to let the writer to improve the skills, knowledge, and experience that he had learnt in the English Study Program so he would be ready for real workplace.

1.2.2 Specific Objective of Internship Program

- a. The writer able to apply the skills that he had already learnt from English Study Program, whether it is his soft skills or hard skills in the real workplace.
- b. The writer able to improve the communication competence that has been learnt from English Study Program.
- c. The writer able to improve his personality during the internship program, which is one of the most important aspects for the real workplace.
- d. The writer able to develop his knowledge, including about plantations, problem solving, and more in the real workplace based on the job requirement.

1.3 Significances

1.3.1 For the trainees

The trainee can apply the skills that they have already taught in the real workplace and surely they will get huge experience about how to be a professional tour guide during the internship program.

1.3.2 For Politeknik Negeri Jember

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

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. For more information about Kusuma Agrowisata, please call on 0341-599418 and send an email to agrowisata@kusuma-agrowisata.com. The Internship Program was started for two months as ___ hours. It started from 11th of February until 11th April 2019. Every week, the writer got a day off, which means 6 days a week work. The working time started from 8 am to 4 pm or 9 am to 5 pm, depending on the shift, it was about 8 hours a day of work.