

## **CHAPTER 1. INTRODUCTION**

### **1.1. Background**

Language, Communication, and Tourism department is one of the departments at Politeknik Negeri Jember where this department focused on English. As the students of English study program, they should have a good soft skill and hard skill in order to make them could compete in workplace. Because of the importance of soft skill and hard skill that English Study Program students must have, it made Language, Communication and Tourism department requires the students to conduct the Internship Program. This Internship Program is needed by the students as one of the requirements to graduate from Polieknik Negeri Jember.

Internship Program is conducted to increase soft skill and hard skill, therefore they could learn and know the real condition in workplace. Beside that, the Internship Program is used to learn themselves related to responsibility, discipline, and attitude in workplace. This Internship Program is really trains and requires the students to complete each job on time and improve the communication skill with others in workplace. So it could be concluded that, beside to increase self-ability, the Internship Program could also increase how the writer interact with each other's and learn about the point of view of co-workers.

Based on those explanations, the writer decided to conduct the Internship Program in one of company that focused on tourism services that is D'Safier Tour and Travel. This place provides and assists the customers to conduct a domestic trip and overseas that they want. D'Safier Tour and Travel also provides tour package for the customers and others facilities. This tour and travel explains about accommodation, transportation, and beautiful tourism objects for the customers. Thus, it makes as an opportunity for the writer to conduct Internship Program and improve the ability of the writer in terms of communication and tourism.

## **1.2 The Objectives of Internship Program**

The Internship Program has several general and specific objectives, they are:

### **1.2.1 General Objective**

The purpose of the Internship Program in general is improving the concept and understanding the knowledge of the students which has been got from Politeknik Negeri Jember in Language, Communication and Tourism department. Thus, the students can improve their skill in their specific expertise.

### **1.2.2 Specific Objectives**

The specific objective of this Internship Program is to apply the communication skills and other knowledge which the writer has got from English Study Program into real workplace, to get the real picture of working condition at Tour and Travel company, the writer get the experience, knowledge, and skill of the work in D'Safier Tour and Travel and to develop and train critical thinking and problem solving in the workplace during the internship program.

## **1.3 The Significances of Internship Program**

There were some significances in conducting the Internship Program, they are:

### **1.3.1 For D'Safier Tour and Travel**

The Internship Program helped D'Safier Tour and Travel to realize that the Internship Program is a chance to college students to get profit and good future after graduation.

### **1.3.2 For the Writer**

The Internship Program facilitated the writer to get the real picture of working condition at the field and new experience in managing a tour package in tour and travel company. It included the problems that might happen in the company and the way in solving the problems.

### 1.3.3 For Language, Communication and Tourism Department

The Internship Program facilitated good and mutual relationship between Politeknik Negeri Jember, especially Language, Communication and Tourism Department with D'Safier Tour and Travel. Politeknik Negeri Jember provide trainees who have good ability in English to help D'Safier Tour and Travel activities and provides feedback for the trainees' competencies and give input for the development of curriculum.

### 1.3.4 For Students of English Study Program

This Internship Program conducted at D'Safier Tour and Travel can serve as a reference for students of English Study Program who want to do internship program in the tour and travel place.

## **1.4 Location and Time of the Internship Program**

The Internship Program was conducted at D'Safier Tour and Travel that is located at Jalan Nusa Indah 51 Patrang Jember Jawa Timur 68118. Phone : +628123207824. Email: [dsafier.tour51@gmail.com](mailto:dsafier.tour51@gmail.com). The Internship Program was conducted from 05<sup>th</sup> March to 19<sup>th</sup> May, 2018. The work duration was 6 hours from Monday until Friday (08.00 a.m - 02.00 p.m).