

## CHAPTER 1. INTRODUCTION

This chapter deals with the background, objectives, significances, place, and time of the internship program. It also consists of the reasons and considerations why I choose Yogyakarta Provincial Tourism Authority as the institute where I conduct my internship program.

### 1.1 Background

As a vocational institution, Politeknik Negeri Jember has a program to develop the skills of the students which is related to the real workplace and it is called an Internship Program. Based on the guide book of Internship Program (Academic Division of POLIJE, 2014), an internship program is the activity of the students in the 6th semester to learn and practice the activities in a company/industry/agency so that they can improve their skills and expertise. During the Internship program, the students participate in the daily activities in that company. This program is followed by all students from all study programs including English Study Program.

In the English Study Program at State Polytechnic of Jember, some subjects are provided. General English (*Reading, Speaking, Listening, and Writing*), Public Speaking, Public Relation, English for Correspondence, and English for Secretary, and English for Tour and Travel are some of the subjects which are related to communication skills, either spoken or written, in the tourism sector. In these subjects, the students learn about how to communicate or speak properly to other people, apply secretary etiquette, and write or replay a letter by using proper grammar. They also learn how to promote a tourism object by using English skills. Furthermore, the students also learn how to identify or make a business letter. These subjects are taken in the first semester, which is divided into two classes: theory class and practicum class. Yet, the knowledge and the skills which the students get in the class cannot guarantee the student to survive in the real workplace. The students should get down to the workplace directly. Hence, I choose Tourism

Authority Office as the place to complete my internship program. The reason I choose it because I want to comprehend how government maintain tourism sector.

I choose Yogyakarta Provincial Tourism Authority as my internship place. Yogyakarta Provincial Tourism Authority is located at Jl. Malioboro No 56, Yogyakarta. I choose this place because Yogyakarta is known as famous tourism destination around.

Finally, this report was made for reporting all of the activities that I did during internship program at Yogyakarta Provincial Tourism Authority. Moreover, this report is the requirements of graduation from Politeknik Negeri Jember.

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

### 1.2.1 General Objectives

The purpose of Internship Program in general is improving insight and knowledge and understanding of the students to get to know the activities at the company / industry / institution and improving the skills in each their expertise, so that they have enough provision to work after graduation Ahli Madya (A.Md) or Sarjana Sain Terapan (SST).

### 1.2.2 Specific Objectives

- a. To train the students doing field work and apply some of skills which are relevant to their expertise;
- b. To add the opportunity of students to strengthen the skills and knowledge in increasing the confidence and maturity themselves;
- c. To train the students to think critically and use the power of reason by giving logical comment on the activities carried out in the form of a standardized activity report;
- d. To improve the students' understanding of labor attitude in the implementation and development of certain techniques and rational reasons in applying these techniques.

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

#### 1.3.1 For the Writers

From having this Internship Program, I had an opportunity to know and learn the activities in the workplace as well as apply and explore my skills and knowledge that I got in lecturing process.

#### 1.3.1 For Politeknik Negeri Jember

- a. Intertwining a good cooperation / relationship between university and the company.
- b. Improving the quality of its graduates through internship work experience.

#### 1.3.2 For Yogyakarta Provincial Tourism Authority

- a. Yogyakarta Provincial Tourism Authority will have additional workers on some departments.
- b. The students who are conducting Internship Program will help the staffs to handle some jobs on those departments.

### **1.4 Place and Time**

The internship program was conducted from 1<sup>st</sup> March – 31<sup>st</sup> May 2016. The place of my internship program was Yogyakarta Provincial Tourism Authority which is located at Jl. Malioboro No. 56, Yogyakarta. The working day of Yogyakarta Provincial Tourism Authority is based on Government policy which the work day starts at 07.30 AM and ends at 04.00 PM for Monday until Thursday. Meanwhile, for Friday starts at 07.30 AM and ends at 02.30 PM.