

## CHAPTER 1. INTRODUCTION

### 1.1 Background

Internship Program is one of the principal program that has included in Politeknik Negeri Jember curriculum. This is become one of the requirements to finish the study. Internship program also as the part of education that has involved the study process based on the experiences beyond the teaching–learning process with the lecturers directly. Individually, the students are prepared to get the special experiences from the reality in the work place. The students could learn the behaviour and real situation in the work place, so they are able to improve their interpersonal skills to get a job after graduation. In addition, the students are prepared to work directly in a work place is being the first step in giving a good knowledge both theoretically and practically. Except, the lecturing process are divided into 40% theoretical and 60% practical, the students are easier to apply the learning materials that given by the lecturers in practical class. By this strategy, Politeknik Negeri Jember’s graduates has ready to work, especially English Study Program.

English Study Program become one of the study programs in Politeknik Negeri Jember that has two kind of learning purposes for developing the basic of english skill. English for General Purposes and English for Specific Purposes, both of the learning purposes are taught by the lecturers in English Study Program as the foundation or basic knowledges for the students who will develop and improve their further skills in conducting Internship Program. English for general purposes are the learning materials which is the students learn about the basic of english skills : Speaking, Listening, Writing and Reading. Whereas, English for specific purposes also the learning materials which is more specific focused on the students skill : English for Tour and Travel, English for Hotel and Restaurant, Public Speaking, Public Relation, English for Correspondence, English for Banking and English for Secretary.

Then, based on my consideration. I decided that Adi Sumarmo International Airport Surakarta become my choice as the place in conducting my internship program. Because, Adi Sumarmo International Airport is one of the international airports which committed to provide hospitality and service, where English can be applied as well. So, I also could apply English for Tour and Travel that related to the transportation services and other English skills that have been taught by the lecturers during learning in the class. Especially, in Information Unit of Adi Sumarmo International Airport Surakarta as the Information Staff, Telephone operator, Organizer the flight information display system and as the person who giving the flight information in airport. I could obtain my new experience in the real job.

## **1.2 Objectives**

The objectives of this internship program were divided into five, they were as follows:

- a. To improve and apply student's knowledge and ability that have been learned in English Study Program. Especially, English for Tour and Travel
- b. To encourage students to build teamwork and good cooperation in any occasion.
- c. To get new knowledge about the airport service or the flight and obtain work experiences in the real work place
- d. To train the student's discipline and responsibility in the work place.
- e. To know the behaviour patterns of working and professional workers in the field directly

### **1.3 Significances**

After doing this internship program, the writers expect that the output of the program in the form of a professional worker, will give the benefits to the following parties:

#### **1.3.1 For the Writer**

In this internship program the writer will able to apply the english skills related to english tour and travel particularly, also adapted with the company and could get the knowledge about the airport service or flight that exist in Surakarta. Therefore, the writer can grow up the discipline, responsibility and the self confidence in handling jobs at the work place by doing this internship program.

#### **1.3.2 For the English Study Program**

By this internship program will build the good cooperation between Politeknik Negeri Jember and Adi Sumarmo International Airport Surakarta. In addition, this internship program can open job opportunities for English Study Program's graduates future.

#### **1.3.3 For Adi Sumarmo International Airport Surakarta**

Adi Sumarmo International Airport Surakarta will gain the students of internship program that will help Information Staffs to handle some jobs on those unit appropriately. Therefore, the airport will have additional workers and get an overview to recruit new employee future.

#### **1.3.4 For the Reader**

The under level students of English Study Program can get preliminary information as prior knowledge if they want to conduct an internship program and also have the overview how to conduct internship program in Adi Sumarmo International Airport Surakarta.

## **1.4 Time and Place of Internship Program**

### **1.4.1 The Time in conducting the Internship Program**

This internship program has been conducted three months started on March, 1<sup>st</sup> until May, 31<sup>th</sup> 2016. I had finished the time of work about 744 hours. The working time was divided into two time sequences or shift, Morning Shift started from 06.am to 01.pm and Afternoon Shift started from 01.30.pm to flight over. The flight over around 09.pm, except delayed flight. The working hour during this Internship Program was 8 hours everyday. It consists of 23 working days and 8 days off in a month of March, 21 working days and 9 days off in a month of April, also 18 working days and 13 days off in a month of May. It was random schedules in working based on the how much the internship students available (the schedules can be seen in Appendix 1)

### **1.4.2 The Location in conducting the Internship Program**

This Internship Program is located in Adi Sumarmo International Airport Surakarta Jl.Bandara Adi Sumarmo, Surakarta 57108, Central Java – Indonesia Postal box 800. Telephone : 0271 – 780400 – 780715 – 81164, fax : 0271 – 784123, website : [www.Adi Sumarmo-airport.com](http://www.Adi Sumarmo-airport.com), [www.angkasapura1.co.id](http://www.angkasapura1.co.id), email : [humas@Adi Sumarmo-airport.com](mailto:humas@Adi Sumarmo-airport.com).