

CHAPTER 1. INTRODUCTION

1.1 Background

Indonesia is one of the world's largest country in the term of land area and the 7th the largest in the term of combined sea and land area. There are Borneo island and Papua island which become the largest land area in Indonesia. In this country, there are many thing that such as cultures, ethnicities, languages, and tourism object that can visit by people. Thus, it becomes an opportunity to developing the tourism sector in Indonesia in order to make people interested in traveling/exploring this country.

Tourism is the process of spending time away from home in pursuit of recreation, relaxation and pleasure while making use of the commercial provision of services. There are a lot of tourism in Indonesia such as Borobudur temple, Raja Ampat, and Prambanan temple. These place are offering facilities, uniqueness, and diversity of an area. To make the tourism object are more popular, the goverment need to develop the tourism like facilities and services, in order to introduce them to the world. The goverment needs the tour and travel agency that can help the people who wants go to trip to some places.

Tour and travel agency is kind of business that provides services to someone who needs to make a trip or travel to some place in the world. Tour and travel as the references about the destination can implemented of the goverment needs. Usually, tour and travel gives the services such as tranportation, and accomodation. In education field, Politeknik Negeri Jember especially in English Study Program implemented English for Tour and Travel as a course learned by the student.

Politeknik Negeri Jember is one of the college that implemented a vocational education, it is allocated 40% for the lecturing and allocated 60% for the practicum. The learning process of this education system is on the student's capability and student's skill. Politeknik Negeri Jember has 8 Department and 21

study programs, one of the department is Language, Communication and Tourism. English Study Program is focus on vocational educational in language, communication and tourism. The competencies that student must have is English for General Purpose, English for Specific Purpose like English for Business, English for Secretary and English for Tour and Travel. The student of English Study Program are trained to implement the theories and the practicum activities to get a picture of real situation, the student have to do internship program.

Intership program is one of the qualifications to complete the study in Politeknik Negeri Jember. This activity is conducted in the sixth semester with 384 hours and calculated as fifty days of work. In doing intership program, the writer conducted based on the courses that the writer got in English Study Program such as Public Speaking, Public Relation, English for Secretary, English for Correspondence, English for Tour and Travel and English for Agrotourism. The writer choose Pesona RAI A as the application of his internship program.

Pesona RAI A Tour and Travel Jember is one of many tour travel agencies in Jember that located in Jalan Simpang Karimata H.2 No. 241 Jember. This company has a business in tour, travel and event organizer as their main activities. This company is suitable for internship program because in their activities, they implemented the courses taught in the college courses that have been mentioned so that the student who wants to conduct the internship program can apply the theory in a real work situation. Because that reason, the writer did his internship program in this company.

1.2 Objectives

The internship program at Pesona RAI A Gemilang Tour and Travel has several general and specific objectives, they are:

1.2.1 General Objective

In general, the purpose of intership program is to improve skill, knowledge and work experience in applying the theory which has been got from Politeknik Negeri Jember in Language, Communication and Tourism Department at the

company. So, it could help the student to increase and improve their working skill in their specific experience that is not obtained from the college.

1.2.2 Specific Objective

The specific objectives of this internship program were as follows:

1. To apply the skills and knowledge of the student about *Pengelolaan biro perjalanan*, English for Tour and Travel, Public Speaking and Public Relation in the workplace.
2. To increase student understanding of the attitude of the labour in implementing during the internship program.
3. To train the critical thinking and problem solving ability of students based on the real work condition.
4. To increase the opportunity for the students to strengthen their skill and knowledge to increase their confidence and maturity.

1.3 Significances

The significances of the internship program were as follows:

1.3.1 For the Writer

The internship program facilitated the writer to get new experiences and new knowledge in the workplace especially in the duty of an employee in Tour and Travel agency. It included the problem that would happen in the company and the way in solve the problem.

1.3.2 For English Study Program

The internship program is one of the media for English Study Program or Politeknik Negeri Jember to make a new relation with this company.

1.3.3 For the Student of English Study Program

The internship program report can be as a reference for the students of English Study Program who want to do internship program in same their place.

1.3.4 For Pesona RAIAGemilang Tour and Travel

The intership program gave some benefit to this company. The most important benefit is management of this company can share knowledge of tourism

world for the trainee and it will make the trainee be able to do kind of job there. Then, it will improve the productivity of this company.

1.4 Location and Time of the Internship Program

The internship program was conducted in Pesona RAIA Tour and Travel Jember which located in Jalan Simpang Karimata H.2 No. 241 Jember, East Java from 15th April up to 3rd June 2019. The working hours in this internship program was seven hours (09.00 a.m – 04.00 p.m) for Monday until Friday and three hours (09.00 a.m – 12.00 p.m) only for Saturday. For the daily journal can be seen on Appendix 1.

1.5 Implementation Method

a. Orientation

Before conducting a fieldwork in Pesona RAIA Tour and Travel Jember, the field supervisor gave an explanation about this company in general and a guidance to the writer about the basic rules that students must follow during the internship program.

b. Fieldwork training

After the field supervisor gave an orientation, the writer could do his job that have been explained.

c. Reporting

After the internship program was done, the last implementation method is reporting. The writer made a report contained all of the activities related to his internship program. Not only make a report for the Politeknik Negeri Jember and English Study Program, but also for the tour travel agency itself.