

## **CHAPTER II DISCUSSION**

### **2.1. Relation with the Staff**

The number of staff in Government Office of Tourism, Arts and Culture is sixty three, there are thirty eight people of Civil Servant and twenty five people of based Wage Earners. Each staff is divided into four division, consisting of:

- a. Division of Administration, the number of staff in this division is seventeen people. In this case, the staff of administration division works directly under the controlling of head office itself. The main duty of this section is arranging all that relate to the administration section and all needs of this office, such as making a formal letter, delivery a letter to other office, asking a signature directly to head office and all of report to the others section in the government office of tourism, arts and culture.
- b. Division of Development, the number of staff in this division is fifteen staff. The main duty of this division is to make the tourism developed rapidly. In this division is also under controlling by head office.
- c. Division of Marketing the number of staff in this division is thirteen people. In this division the employee make a promotion to promote object tourism in South Lampung and outside Lampung.

- d. Division of Art and Culture the number of staff in this division is sixteen people. In this division the employee make a letter for participant Muli Mekhanai list the name participate at Lampung Pop Song contest and prepare the administration form to be filled by them.

The writer was assigned in each sub division all of officer this office gave guide, if she got trouble in this office. She got many suggestion and knowledge during the field practice. During the field practice the writer cooperated with her friends and the office staff to finish her duty.

The staff in this office gave information about The Tourism and Culture Office of South Lampung Regency, in this correspondance using Indonesian because there still Indonesian languages in job area or in cooperatives program regionally or internationally. The oral communication is always in Indonesia except for foreign country to give personal training. They got the training in local area and the language in Indonesia.

## **2.2. Relation with the Facilities**

The facilities that i got during the field practice in Tourism and Culture of South Lampung Regency order to support the finishing work area, consisting of :

### **a. Computer**

Almost everyday during the field practice she used the computer to type letter and other administration assignment which has been given by the staffs.

**b. Printer**

The letter and the other administration assignment which has been type by her are directly printed using by the printers.

**c. Laptop**

She used the laptop to type the letter or other typing assignment when the extinguished happened or the others computer crowded.

**d. Files Cupboard**

Files cupboard contain of the files of the office that she needed to support and to finish the work in order to find the matter or information, and relation of the office.

**e. Book Cupboard**

Book cupboard contain of the tourism book of South Lampung Regency. The photographs of the tourism object and the other important books and data such as the book containing of the information about the facilities.

**2.3. Relation With the Clients**

In this case, clients of the writer are everyone who serviced by her. For example they are like the staff of Marketing Division who ask the writer to type the letter, ask the signature, translate book and the others. Not only that, because many clients who come to the Tourism and Culture Office have main purpose, so that the writer helps the staff of Marketing Division to service them.

Other example including of the clients come to this office has other main purposes such as to find more information about the tourism objects in South Lampung. Usually, they are who come there to get more information about the located, price of entry ticket, how far the distance of each objects, transportation and accomodation facilities. One of the services that the writer gave for them including of the writer helped the Marketing Division staff to give the tourists some books that the contents more information about the tourism object.

#### **2.4. Relation With Norms**

The writer feels that the norms of this office are not too difficult because the norm which is occured in this office same with the norm out of this office. The norms are really held by all of the staff of the office and also the writer. Those norms are include dressing norm, polite norm, and disciplines norm.

##### **a. Clothing Norm**

Clothing norm in the Tourism and Culture Office Of South Lampung Regency is same with the dressing norm in other Government Office, which is the staff of this office, must wear the uniform and shoes.

##### **b. Polite Norm**

Polite norm is not only in speaking but also in our self attitudes. The polite norm in this office is similar with polite norm in the writer's daily live. The staff must to perform their best attitude when they interact with the other people either older or younger people.

### **c. Diciplinary**

Disciplinary of this office is the important norm of this office. The time work in this office is from 8 am to 2 pm, it progress from Monday to thursday for a week, especially in Friday, the time work is shorter that is from 8 am to 11 pm. Only on Friday, all of the staff in Tourism and Culture Office hold a gymnastic and it is usually held in front of the office. There are some exceptions which have given by the writer during field practice in this office and it was agreed by supervisor. The exception has given to the writer because her position in this office is only as a field practice student. The exceptions are :

- a. The supervisor give the writer time work from Monday to Thursday at 8 am to 2 pm.
- b. The writer is not asked to wear a uniform that staff do. The writer is only asked to wear formal clothing.

### **2.5. The Skill Needed to be Developed**

During field practice in Tourism and Culture Office of South Lampung Regency, the writer almost uses all of the skill that the writer has learned on Campus. The skill should be developing are :

#### **a. Computer Skill**

Most of the office works must finish by using computer unit, particularly in writing letter. During field practice in Tourism and Culture Office of South Lampung Regency the writer has problem about computer skill because the writer just has basic computer knowledge. It seems that the computer skill is really needed to be owned and developed in a job.

### **b. Tourism Management**

Tourism management has inclined the way how to manage the tourism object and prepare the facilities which might be able to support in the tourism management and tourism object itself.

The main part in tourism object is marketing. The marketing activity is promotion activity to public, neither domestic nor foreign public in order to make the visitor interesting to visit the tourism object in Lampung. Especially an south Lampung Regency. So that, before doing a field practice the writer given more practice about tourism management.

### **c. Work Ethic Skill**

In this case, the capability to manage or develop the tourism management is very important to be owned in order to develop the tourism sector in Lampung, especially in South Lampung Regency. Unfortunately, the writer has this skill to develop and manage them but the writer need practice before she do field practice so she can feel easier to aply when she do field practice.

## **2.6. Curriculum in D3 English Program**

Based on experiences that writer got during field practice in Tourism and Culture Office of South Lampung regency, there are some important lessons that the writer thinks to be improved. Because the office which is placed by the writer is the institution which have strong relation with the tourism sectors and it surely supported by the linguistic sciense, particularly English Language where there are other skill on it, such as :

**a. Speaking Skill**

The main purpose why the writer should study speaking is to be able to communicate in English with the other people without any difficulties.

Speaking skill includes grammar, vocabulary and listening skill. The writer are able to talk in English with other partner or friend fluently if she had learn those skill much. Grammar is the skill to arrange word by words to become good sentences and it will make speaking good to be heard and to be understood based on the time of the activity happened. The activity is happened at the past, present or future time.

Vocabulary is the skill to understand what the means of the words in English. It is also to understand how to pronounce the words. Listening is the skill to understand what the other people tell, say and explain.

In fact, during field practice in this office, the writer has really used those skills when the writer spoke with her friends, the staff, and head of office of Tourism and Culture of South Lampung Regency, and the writer also has really joy to practice it with them. The writer sometimes feels difficult to speak english with them because we seldom practice at the time.

**b. Translation Skill**

Translation is the ability to understand the means or message sentences of foreign language. In translation skill, the writer has to learn how to translate the sentences or text to be a good translating not only it is easy to read but also it is easy to be understood by the reader. During field practice in this office, the writer always tries to use this skill because some of the office works that the writer do relate to translation skill. Usually, the writer was asked for translating to some books about the tourism. Finally, because the writer has studied a lot about translation so she has no difficulties to translate the words, sentences, and so paragraph. However, the writer has the obligation to study this skill more deeply and seriously to face the real condition.

**c. Tourism Knowledge**

Tourism knowledge is the ability to know exactly about the tourism information, such as : tourism geography, tourism profile and the kind of tourism object. The main purpose of tourism around in our country and the world. Actually, during field practice in this office, the knowledge about tourism is very important because we can know how to qualify the tourism object and what the other thing that can make the objects become interesting and exciting to be visited by the visitor. South Lampung Regency is surrounded by a lot of natural tourism objects, some of them are beaches.

The writer left that the knowledge about tourism is very important because it can help the writer to understand the profiles of visitor who visit the tourism objects are. The writer also knows what the facilities must be prepared to support those tourism objects in order to fill their necessity.

#### **d. Office Management**

Office management is the skill of all about the office work, such as : office system, office facilities, and office services. The main idea of office management is mention the office work and everything that relate to it. Based on the experience during field practice in this office, the knowledge about the office management is very useful to know how work effectively and efficienly.

### **2.7. Analysis of the Problems**

In this report, the writer trying to analyze the development potential of tourism objects observed in tourism of water at south lampung regency.

Hot spring water of Way Belerang Sukamandi is one of Tourism of Water.

Tourism of water is tourism object where we can enjoyed scenery or phenomenon of nature like a Waterfall and Hot Spring Water of sulfur. The writer takes Hot Spring Water Way Belerang Sukamandi as her field report and she want explain about it. South Lampung region have so many tourism object such as tourism object of maritime, tourism object of natural, tourism object of culture, and tourism object of water.

Which are area of tourism object of water is divided into three area, there are:

1. In Penengahan district there are *Way Kalam* waterfall and *Tanjung Harta* waterfall.
2. Kalianda district there are Hot Spring water *Way Belerang Sukamandi*, Hot Spring *Way Belerang Simpur* and *Way Peros* waterfall.
3. Rajabasa district there is *Way Guyuran* waterfall.

In this case she takes about Hot Spring Water *Way Belerang Sukamandi*. *Way Belerang Sukamandi* is one of tourism object of water and she wants explain about the transport go to place, cost, problem of facilities and infrastructure, and the development of *Way Belerang Sukamandi*.

### **2.7.1. Way Belerang Sukamandi and Transport go to Place**

Hot spring water of *Way Belerang Sukamandi* is one of tourism object which is responsibility directed by Tourism and Culture Office of South Lampung Regency. It is located in Bumi Agung district, *Buah Berak* village which has strength as tourism object for traditional cure which can be to cure skin of disease such as rash, scabies, skin fungus causing white blotches and the other skin of disease, which can be able to cure this disease. This tourism object have 800 m of high from surface of the sea, with configuration maintain range area and resemblance area of hillocks who kind of land material like a sand, stony and land also can be absorb a fluid of water very good until it is have erosion level is very low. Width area is around 4 hectare. The location of place is very fresh because near with the foot of Rajabasa mountaint. Distance of *Way Belerang Sukamandi* from central city or regional of government around 5 km access.

To visiting in there can be used by motorcycle, car, bus, public transportation. The location of place is very strategic because near with market and public. Some visitors go to there for visiter by public transportation must be cost arround of five thousand.

### 2.7.2. Table of Cost go to Hot Spring Water Way Belerang Sukamandi

| No | Vehicle and Person | Cost        |
|----|--------------------|-------------|
| 1. | Children           | 3000/Person |
| 2. | Adult              | 5000/Person |
| 3. | Motorcycle         | 3000/Unit   |
| 4. | Car                | 5000/Unit   |
| 5. | Bus                | 10000/Unit  |

### 2.7.3. Problem of Facilities and Infrastructure

Facilities and infrastructure in there is still poor because it is less of keep from side of government and less of cost from PAD in Way Belerang Sukamandi. This place is still many more constructions is broken and not to use. Besides that, cottages in Way Belerang Sukamandi not to use more for public because it was broken. There is one swimming pool of hot spring water is no more using for public because it was broken and less to keep but also the it is still outgoing hot water of sulfur which is estuary near with well of hot water. Toilet in there was broken and not to use more. Problem of broken of facilities and infrastructure are less to cost from PAD and less to keep.

The livelihood of people around the place as laborer, farmer, driver of public transportation (motorcycle), fisherman, and trader. The education of people around that area as graduated from Elementary High School, Junior High School and graduated from Senior High School and from University is still seldom.

#### **2.7.4. The Development of Way Belerang Sukamandi**

The development of Way Belerang Sukamandi, well from visitors, facilities and infrastructure in the place actually still poor because directly less of cost from government. But, in the year Tourism and Culture of South Lampung Regency and government also private companies to cooperate will be develop better beautiful. So, visitors very interest for visiting the place. Planing of rehabilitation the place has done from Juni and finished at October 2011. Which is the place will be built of waterboom. Facilities and infrastructure was broken want to built more and want to add of the facilities such as swimmingpool, cottage, toilet and hot spring water of sulfur. The area will be develop better large. Output of sulfur will be develop like scenery of lake so, visitors can enjoyed scenery of sulfur natural is made beautifully by people.

The Tourism and Culture Office is one of government institution that is managing the tourism sector, in order to development tourism object in South Lampung, The Tourism and Culture Office of South Lampung have the important duty in order to manage and to develop the Lampung Tourism. In this way, the Tourism and Culture Office of South Lampung have the important role to give the illumination of tourism consciously and “*Sapta Pesona*” for publics. The promotion program and “*Sapta Pesona*” is held in purpose to become conscious the publics about the important of tourism as well as in economy, social, art and environment.

The promotion program and “*Sapta Pesona*” is one of Tourism and Culture Office program to open eyes the community especially South Lampung community about the cultural wealth and natural capital that is very potential to development as tourism object area. By the community that realized the tourism, is hoped that the community and Tourism and Culture Office can help in each other to develop and to promote the tourism objects in South Lampung. The promotion program and “*Sapta Pesona*” that have given by The Tourism and Culture Office of South Lampung including seven of fundamental components from “*Sapta Pesona*” of tourism, like the followings:

### **1. Safety**

In this sense, the manager of tourism object and the security and also the community has done to management development and to establish of safely condition in tourism object. In sense that, all of the tourists who visited tourism object freedom from exploitation, deception, forcefulness of the seller or tourism facility accident.

### **2. Orderliness**

The manager of tourism object is hoped their can give the good services for the community and the visitors by the deregulated of tourism objects in orderliness.

### **3. Cleanliness**

The manager of tourism objects is leader for the visitors in tourism background. So, it hoped that the manager give the good example for the visitors in order to hold the cleanliness including the seller of clean foods also there is nothing of rubbish in tourism object area.

### **4. Cold**

Is one of effort to create the fresh condition and comfortable in tourism objects area by the deregulated of environment and reforestation.

### **5. Beautifully**

Is one of effort to create the harmony including the color, style, location until looks of beautiful feels in located of tourism object.

### **6. Friendly**

In this way, the manager of tourism objects must give the friendly feels include the good smile, give the act and good attitude that shown the polite and helpfully.

### **7. Memories**

In the tourism sectors, it should be the effort of manager of the tourism object to give the good memories that is always to remember by all of visitors through the good experiences or souvenir with good quality in traditional impression.

“*Sapta Pesona*” is one of The Tourism and Culture Office program that is viewed as the feature of tourism objects it self and also community and all of visitors. In addition, for consciously of community about the important of tourism, The Tourism and Culture Office is hoped the community can be able to use the unoccupied time to manage the tourism objects, so that they can be able as the good hosted for the visitors and also can increase the desires of community to make a tour.