

CHAPTER II DISCUSSION

A. Relationship

1. Relation with the Staff of Tourism and Culture Office

Field practice is a part curriculum program in last semester required to student of DIII English Profession. The activity is held for two months. The writer carried out field practice in the Tourism and Culture. The relation of writer with the staff is very good. The staffs in the Tourism and Culture Office of Bandar Lampung always help the field practice student in their field practice program. So they can do their duties in field program in the Tourism and Culture Office of Bandar Lampung.

The staffs in the Culture and Tourism of Bandar Lampung City consist of:

- a. Total staff : 46 personals
 - Civil Servant : 21 personals
 - Daily Wage Earner : 25 personals
- b. The total number of staff according to the education level is:
 - S2 : 11 personals
 - S1 : 19 personals
 - Academy : 2 personals
 - Senior High School : 11 personals
 - Junior High School : 2 personals
 - Elementary School : 1 personal
- c. The total number of staff according to the rank
 - Group IV : 10 Personals
 - Group III : 19 personals
 - Group II : 11 personals
 - Group I : 1 personal
 - PHL : 3 personals
 - TKS : 3 personals

Based on the data, the writer knew that the staff of the office came from different rank and education level. It was good to know their own character, so that he knew how to adapt with

them. He realize that it was not easy to communicate with new people with different characters and old, but his tried to be more communicate it was the best way to be closer with the staff.

2. Relation with the facilities of Culture and Tourism Office

There are many facilities in the Tourism and Culture Office of Bandar Lampung. They are very important to support the duties of employees with the facilities. The facilities in the Tourism and Culture Office including:

1. Computer
2. Telephone
3. Type Writer
4. Scanner
5. Printer
6. Work room of each division and sub office, Head Of office and Vice of Head
7. Air Condition in each division
8. Television
9. Internet
10. Filling Cabinet
11. Camera
12. Handy cam.
13. Laptop

The above facilities are not enough for supporting the work of the staff. The office needs to add the facilities such as photocopy machine and the number of printer and computer. Besides that, the office has built new room and added the number of tables and chairs.

Not all of the facilities were used by the writer he can't use some facilities in there and for other practitioner. The facilities used such as:

1. Computer

These facilities were used by her to type letter and save data and more effective and efficient if we have some duties. There were 5 computers which are connect with internet, so she could access internet to looking for some data and information or just having fun by browsing.

2. Printer

They are 4 printer machines in the Tourism and Culture office of Bandar Lampung. They are used to print all of data in the office.

3. Television

There is one TV in the office, if the staff and students are not very busy in the office they can watch TV to get and update information.

4. Air condition

There are eight air conditions in the office; both of those facilities give the officer comfort because by cool atmosphere they expected to do their duties well. But there is problem the officer here, when time work and air condition is on, they are smoking cigarettes, so it makes other peoples are disturbed by the smoke, and it's very dangerous for health and for passive smokers.

5. Telephone

There is one unit of telephone in the Tourism and Culture Office of Bandar Lampung city. They are used to call and accept from clients.

B. Adaptation and the Norm in the Office

Based on the meeting decision on January 2nd, 2006 about mechanism of administration rule

The staff must obey the follows norms:

1. Letter of permission or sickness

Kind of the letter of permission or sickness, are as follow:

- a. Personal letter far 1-2 days
- b. Doctor letter for 3-4 days

2. The Staff Uniform

The staff of this office must wear the uniform are as follow:

- a. Monday (Green / Hansip)
- b. Tuesday – Wednesday (Brown / PDH)
- c. Thursday (Batik)
- d. Friday (independent)

It is also supported by instruction of Mayor of Bandar Lampung about work time they are:

1. The work times are Monday – Friday
2. The work times are Tuesday – Friday is from 07.30 – 15.30
3. Sholat / take a rest is from 12.00 – 13.00
4. Monday 07.00 – 15.30
5. The staff may not leave the office before ending of work time without any permission
6. Staff must come to on time and may not to late
7. On 17 obliged wear the Uniform KOPRI complete with attribute
8. All staff must come to massal sport / Car Free Day
Day : Sunday
Time : 06.00 s/d finish
Place : Jl. A.Yani (Tugu Adipura)
9. For officials ES III and IV to gather the holy book Al-Qur'an from 5 s/d 8 May to Suryati (as Coordinate)

The student must adapt well to the norms of the office. The field practice students show stick the regulation from Head of Administration. The regulations are:

a. Rolling Call.

It was same with the staff in Tourism and Culture of Bandar Lampung. The work time of students was from 07.00 am – 15.30 pm in Monday and 07.30 am – 15.30 pm in Tuesday – Friday. The students had to follow it well. It was from Monday until Friday.

b. Uniform.

The Tourism and Culture Office of Bandar Lampung expected the field practice students to wear Black and White uniform on Monday until Thursday. But in Friday, the students could free clothes.

To make the nice work conditions, the writer must obey whatever the rules in the office and which make me comfort in this office in the Monday we must could the Monday Morning Ceremony, Being more discipline and implementing all of her duties well.

C. The Role of Culture and Tourism Office of Bandar Lampung to Increase Quality of Restaurant Business

a. Background

Bandar Lampung city has strategic location as a capital city of Lampung Province is located in South Sumatera Island, Indonesia. Bandar Lampung is the gate Sumatera Island and Java Island. Bandar Lampung were granted invaluable riches such as it has variety of flora and fauna, natural tourist destination are, fully cultural like tribe, language and religion, fossil, art and culture. All of that make increase society's income level. Besides that, Bandar Lampung has beautiful landscape of Lampung Bay and it has 10 hills facing to Bay and present the exotic view.

For traveler, Bandar Lampung is a transit city connecting Java and all of Sumatera. Bandar Lampung is accessible both by airplane and land. It takes 25 minutes from Jakarta to Raden Intan II airport by air and 6 hours by land. There are many Ferries connecting Bakauheni and Merak in 24 hours.

The centers of Bandar Lampung local government are located in Teluk Betung and Tanjung Karang. There is a mayor's office which has many departments inside and each department has each duty and function. One of them is Culture and Tourism Office, it has duty and main function as a means of developing in the tourist destination area, public entertainment, reastaurants, hotels with high level and others is based on vision and mission of Bandar Lampung and absolutely to prove vision and mission Culture and Tourism Office its self.

The duty and function of Culture and Tourism Office is to concrete Bandar Lampung becoming culture city as a tourist destination area. Not only that, the others duty in the Culture and Tourism Office is to conserve tourist destination area, to develop traditional culture, the prosperity of society economics and traditional value. That was the duty of

Culture and Tourism Office, so that Culture and Tourism Office has to make good programs to improve the quality of tourist destination area, it can make many visitors come to this place either domestic tourist or foreign tourist.

D. Problem Encountered and Way Out

1. Problems

During his two months field practice, the writer found some problems. The first problem is in the beginning of the field practice, he could not adapt to the condition and work atmosphere in the office.

There are many staff in Tourism and Culture office were smoking in that area that smoking cigarettes in full AC area was very dangerous for our health.

The other problem was having not enough knowledge about Lampung tourism. In fact, the knowledge was very important to be known by his to help in developing tourism of Lampung province.

2. Way Out

To overcome the above problems encountered, the writer tried to be more communicative with the staff in the office to be closer with other staff in Founding Tourism Division and others and asking with the staff about something who the writer didn't know especially in the typing of letter, and to increase his knowledge about tourism in Lampung he learns and reads books about tourism of Lampung province.

E. The Skill Needed to Develop in the Future

Based on the difficulties encountered, the writer needed to develop his skill in the future in order to he can apply it, they are:

a. Computer Skill

The skill is very needed in the office. So that, the writer must learn about the technical of computer because when the first time he came in the office he got warning about typing a letter.

b. Speaking English

The writer should have the skill in speaking English to improve his self.

The skill that supported in there such as :

1. Giving Training to Human Resource

Skill manage a effort represent on of the veri important capytal, which must in property of bay someone, with skill whice in owning a employers will be more easy to make to adapt and develop the effort which he/she manage, so that the effort which he/she manager to wait him become a success effort and make good strides. And will deliver many visitor, making all site fied visitor with feast,f aciliti top-drower, all visitor of disconteted do not bay what we have giving, what if when all visitor lick lips it is of course they will retrun to make to eat and surely him will bring friends its friend eat in restaurant

2. Correctiness

Nature of research have to in owning bay each every employess if a employess do not measure with him. Posible also work which he do conduct will not obtain get result of good, the mentioned earn in giving to employees of passing direct practice or training.

3. Patient

All employess in obliging to be have friedly and patient to all guest, and entire all employess member exsit in their place of work patient represent a key from coming efficacy.

4. Executing Clasificasion Restaurant

Mentioned done conducted because effort restaurant, which later will in management should be able to drow all visitor and enthusiast.

Classification of restaurant aim to make restaurant in management later in order to become restaurant with good service by fulfilling restaurant standar which have preexisted.

5. Doing Observation to Standar Office Effort

Observation to effort standar have to in conducting, because if the mentioned do not in conducting later can generate problem.

The example about quality of unfavourable food to in presenting to all visitor. And do not only that service of employees also have to always in playing. Attention and in control by owner of restaurant have obtained good name from all visitor hence restaurant will fixed name and visiting by all visitor.

Because service of all which must in majoring to all restaurant so that be them get customer can wish many, and the restaurant.

6. Have a Share to Promote the Effort Restaurant Throught Cooperation With Journey Bureau

Other role which can be conducted by cultural on duty and tourism that is by promotion restaurant. The mentioned can pass cooperation with journey bureau, because journey bureau reputation the place of aspiration all society conducting journey.

Bureau then of promote restaurant to tourist, good of local tourist and also domestic tourist.

Because by all these promotion of people later of found and taste food which have in offering by owner of restaurant to all tourist.

- a. Develop tourist restaurant area in the, section of entertainment public founding and section of recreation founding and special interesting tourism.
- b. To control and evaluate all of activities in the 3 sections above.
- c. To give direction for tourist restaurant area in the 3 sections above.
- d. To give warning and sanction about violence in the 3 sections above.

Tourism is not going smoothly. So that, Culture and Tourism Office can cooperate with all of social stratum to promote the restaurant area so it can make many visitors to come to this place and all of that it can help repairing. If all of the programs is going smoothly it would be realized.

F. Problem Analysis

In this report, the writer discusses about restaurant area that one of natural tourist restaurant. Basically, restaurant has highest potential but there is no follow-up to become this place as one of favorite's tourist area. In this case, Founding tourism division has a work program that is rehabilitation facility restaurant.

To realize that program, Founding Tourism Division has to a few steps in the rehabilitate of facility restaurant it can be seen from:

- a. The less they in the promotion to the society about restaurant area so that it can bring negative effect from society which is they are not aware about this restaurant area and absolutely they wouldn't do something to conserve this restaurant area.
- b. The less they in the realization of repairing the facilities because of there are not having finance enough, so it can hampered their work program to develop restaurant area.

To prove that activities, they have to good cooperate with social stratum in the developing of restaurant area. It can be reached throughout:

- a. To prepare a solid team and having good cooperate each other in every task who given by leader in the developing of tourist restaurant area to rise the main purposes they want.
- b. Promoting of development restaurant area to society, so that there is good cooperate between officer from Culture and Tourism Office especially in Founding Tourism Division with social stratum.

They should work out a closer cooperative program in the tourism industry. It can be reached throughout:

- a. To work out a closer cooperative with companies who have business in the tourism and they offer commodities and services in the tourism industry. They should work out a closer cooperative with hotels, restaurants, and entertainment public also because they can give advantages for Culture and Tourism Office in the finance to repair tourist destination area who will be the next one of the highest tourism attraction in Bandar Lampung.
- b. They should place staffs that have ability in the right area, so that it can be organized by right people.