

CHAPTER II DISCUSSION

A. Relationship

1. Relation with the staff of Tourism and Culture Office

Field practice is a part of the curriculum program in last semester. The writer carried out field practice in the Tourism and Culture. The relation the writer with 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 practice program in Tourism and Culture Office of Bandar Lampung.

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

a. Total staff	:	46
- Civil Servant	:	21
- Daily Wage Earner	:	25

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	: 1 Personal

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 she knew how to adapt with them. He realizes that it was not easy to communicate with new people with different characters and old, but her 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 photocopier machine and the number of printer and computer, also new room that built especially for the staff only and added the number of tables and chair.

Not all facilities were used by the writer, because not all facilities can use for me or the practitioners. The only facilities used such as:

1. Computer :

The facilities were used by his to type letter and save data. There were 6 computers and some of them can connect with internet, so he could access and collect data and information by browsing.

2. Printer

There are 5 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.

5. Telephone

It was used to call and accept call the registers of competition in Bandar Lampung Festival.

3. Relation with the clients

During implementing his field practice in the office, he met many clients in Begawi Bandar Lampung Festival especially participants of registrars of *Muli - Mekhanai* Competition. This festival is a routine program of Tourism and Culture office of Bandar Lampung to celebrate Bandar Lampung Birth Day.

He received registration of *Muli - Mekhanai* Competition. He helped registrars to fill registration form and answer their question about the implementation of competition. Besides that he becomes participant of *Muli Mekhanai* Competition.

4. The Norm in the Office

Based on the meeting decision on January 2nd, 2006 about mechanism of administration rule, the staff must obey following the norm.

1. The letter of permission or sickness.

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

- a. Personal letter for 1 -2 days
- b. Medical 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 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 : A.Yani Street (Tugu Adipura)

9. For officials ES III and IV to gather the holy book Al – Qur'an from 5 s/d 8 May to Mrs. Suryati as coordinate.

The student must adapt well to the norms of the office along The Field Practice.

B. Skills

One of the purposes of field practice program for the students is to practice their Basic English skill, Office Management and Tourism Knowledge in the relevant work. It is because of the writer was field practice in Culture and Tourism Office of Bandar Lampung city.

While studying at Diploma III Professional English in Lampung University, the writer has acquired many skills such as basic English skill (Listening, Reading, Speaking, and Writing), Office Management, Office Computer, Tourism Knowledge, Business Correspondence, English for Secretary, others.

Those are very useful for the writer. However, based on the writer's experience, there is a subject that needs improve that is, Tourism Knowledge and Office Computer. It is because based on the writer experience during her field practice, the writer had many activities that were connected to Tourism Knowledge and Office Computer which used English as the guide.

C. Problems encountered and way out

During his two months field practice, the writer did not find serious problem. But in the beginning of the field practice, she could not adapt to the condition and work atmosphere in the office.

The problem was encounter along her field practice was many staff in Tourism and Culture office was smoking in that area, so as we know that smoking cigarettes in full AC room was very dangerous for our health.

The other problem was having insufficient knowledge about Lampung tourism. In fact, the knowledge was very important to be known by her to help in developing tourism of Lampung province.

Some ways out of the the problems are:

- To overcome the above problems encountered, the writer tried to be more communicative with the staff and considering staff as work partner was best way to make good cooperation.

- To make understand or try to talking with the staff who smoking cigarettes that smoking in full AC area was very dangerous for him and another people inside the room.

- Asking with the staff about something that the writer didn't know and read more some books about tourism of Lampung province.

D. The Main Duty of *MULI MEKHANAI* as Tourism Ambassador Of Bandar Lampung

Muli Mekhanai of Bandar Lampung City is one of traditional culture of Lampung people which is given by old of Lampung people to young generation. *Muli Mekhanai* is young generation competition especially Lampung people origin to give good example for society of Lampung with ability that is had by them who is believed to do some duty which is given by head of Lampung clan.

Nowadays, *Muli Mekhanai* is became event which is done by Culture and Tourism Office of Bandar Lampung City since 1978 and it is developed by Culture and Tourism Office of Bandar Lampung City from 1995 until now. The result from this competition which is celebrated every year by Culture and Tourism office of Bandar Lampung City to support *Begawi Bandar Lampung* that is celebrate of Bandar Lampung Birthday. *Muli Mekhanai* is organized by *IMKOBAL (Ikatan Muli Mekhanai Kota Bandar Lampung)* that is one of young generation organization which is trained by Culture and Tourism Office of Bandar Lampung City.

Muli Mekhanai has duty to promote art, culture and tourism of Bandar Lampung city. It is divided become two parts such as:

1. Formal duty consists of: follow head of Bandar Lampung city in every government event, keep exhibition of culture and art inside and outside of Bandar Lampung city and become spoke person of art, culture and tourism of Bandar Lampung city.

2. Organization duty is one of program of IMKOBAL.

In this organization *Muli Mekhanai* has some duties in 4 sectors consist of:

1. Social Society sector
2. Art, culture and tourism sector
3. Increase quality and development of human resource sector
4. Organization administrative sector

In promotion sector, *Muli Mekhanai* has duty to go other city as spoke person to promote art, culture and tourism.

Besides that, they must follow and do some duties and program that is given by Culture and Tourism office of Bandar Lampung city to promote Lampung including of art, culture and tourism outgoing Lampung province to make tourists and investors like and interest to come Lampung province.

Some promotion events that have been followed by *Muli Mekhanai* of Bandar Lampung city are:

1. Second *Rakornas ADWINDO* in Bali at April 2011
2. Exhibition art, culture and tourism in Lombok, Bali and Yogyakarta at October 2010
3. Solo Carnival at July 2010
4. National Culture ceremony in TMII Jakarta at August 2010
5. Surabaya Festival in Surabaya at May 2011

The role of *Muli Mekhanai* to promote art, culture and tourism of Bandar Lampung city is very important to create and to realize art, culture and tourism for public.

Some role which has been realized by *Muli Mekhanai* of Bandar Lampung city as follows:

- *Muli Mekhanai* of Bandar Lampung city has become event organizer for *Muli Mekhanai* election that is done every year from 1995 until now and become standardization and concept of this event.
- *Muli Mekhanai* as tourism deputy of Bandar Lampung city in every promotion event including of art, culture and tourism of Bandar Lampung city to promote outgoing of Lampung province.
- *Muli Mekhanai* has program in some tourism object and travel agent in Lampung province.

In addition, program that is not realized of them is not yet to promote it to foreign country. It is because by regional government biro.

Some problems encountered of *Muli Mekhanai* of Bandar Lampung city are:

- Less of ability and knowledge of individual. It is because rank of education so, they have some problems and different opinion each others.
- Less of cooperation and sometimes miss understanding each others because they have different background of live.
- Less of discipline of members in organization so there are a lot of members who is not responsibility of their duty which is given by Culture and Tourism Office of Bandar Lampung City. For example some members of *Muli Mekhanai* who is not responsibility after they are become deputy of tourism of Bandar Lampung City.