

CHAPTER II RELATION AND NORM

Field practice is a required curriculum program in the final semester of DIII Professional English Program. The activity is held for two months. Students are given opportunity to be placed in institution or company practice their knowledge.

The writer was assigned to carry out her field practice activity in Culture and Tourism Office of Bandar Lampung. This office was a right place to improve her skill and add knowledge about Tourism. The program was implemented on May 2th to June 30th 2011. During implementation of the program she had to establish relation whit the staffs, facilities and clients of the office, adapt to norms in the office and overcome difficulties encountered as well. The followings are descriptions of the activity held during the program.

2.1. Relations with the Staff of the Office

There are 46 employees at Tourism and Culture Office of Bandar Lampung

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	= 3 personals
Senior High School	= 8 personals
Junior High School	= 1 personal
Elementary School	= 2 personals

c. The total number of staff according to the rank or position is :

Group IV	= 9 Personals
Group III	= 20 Personals
Group II	= 11 Personals
Group I	= 2 Personals
PHL	= 3 Personals
TKS	= 1 Personal

Based on data, the writer knew that the staffs at the office come from the different rank and education level. It was good to know their characters, so that she knew how to adapt with them. She realized that it was not easy to communicate with new people with different characters, but she tried to be more communicate and friendly to be closer to the staffs.

The staff of the office was really kind and very helpful, the field practice students in the Culture and Tourism Office of Bandar Lampung were considered as a real worker by the staffs. This condition was very good and really supported the field practice activities so the students could apply their theoretical to the real practice knowledge.

2.2. Relations with the Facilities of the Office

They are many facilities at Culture and Tourism Office of Bandar Lampung.

The facilities are very important to support the duties of the officer, such as:

- a. Computer
- b. Fax machine
- c. Telephone
- d. Guest room
- e. Television
- f. Printer
- g. Internet
- h. Filing cabinet
- i. Typewriter
- j. Laptop
- k. Air condition

The facilities mentioned are not enough to support the work of the staff. The office needs to add more facilities such as photocopier machine. Besides that, the office has built new room and added the number of tables and chairs and every table must have the name of staffs.

Not all of the facilities were used by the writer, because she did not know how to use some of the available facilities. The only facilities used are:

1. Computer

Computer is a modern medium that can be used to ease duties. This facility was used by the writer to type official letter and save data, there are six computers and one laptop, each computers and laptop is connected to internet. So, she can access and collect data and information.

2. Telephone

It is very important; it is used to communicate with client of Culture and Tourism Office of Bandar Lampung. Especially the participant of *Begawi Bandar Lampung 2011*.

3. Guest room

Guest room is a room for the guests who want to meet the staffs concerned, but when the staffs are still busy they can wait in the guest room.

4. Television

There is one television. This facility was used for watching new information. The television can also entertain the field practice practitioners.

5. Printer machine

There are three printer machines at Culture and Tourism Office of Bandar Lampung. The printer machine is used to print the data in the office.

6. Typewriter

The writer used the typewriter if she wanted to write address in front of an envelope and to send the letter about activities program which would be held by the office.

7. Air Condition

There are ten air conditioners in the office; these facilities make the staffs comfortable because by cool atmosphere they are expected to do their duties well.

2.3. Adaptation and the Norm in the Office

Based on the meeting decision on January 2nd, 2006 about mechanism of administration rule, the staffs must obey the following norms:

1. Letter of Permission or Sickness

The letter of permission or sickness as follow:

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

2. Staff Uniform

The staff of this office must wear the uniform 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:

- a. The work times are Monday – Friday.
- b. The work times are Tuesday – Friday is from 07.30 – 15.30.
- c. *Sholat* / take a rest is from 12.00 – 13.00.
- d. Monday 07.00 – 15.30.

- e. The staffs may not leave the office before ending of work time without any permission.
- f. Staffs must come to on time and may not to late.
- g. On 17 obliged wear the Uniform KOPRI complete with attribute.
- h. All staffs must come to massal sport / Car Free Day.

Day: Sunday.

Time: 06.00 s/d finish.

Place: Jl. A.Yani (Tugu Adipura).

For officials ES III and IV to gather the holy book Al-Qur'an from 5 s/d 8 May to Suryati (as Coordinator).

The students have to adapt well to the norms of the office. The field practice students accepted the regulation from Head of Administration. The regulations are:

a. Roll Call.

It was the same as the staffs in Culture and Tourism Office 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 Culture and Tourism Office of Bandar Lampung expected that the field practice students wear Black and White uniform on Monday until Thursday. But in Friday, the students could wear free clothes.

To make nice work conditions, the writer should obey whatever the rules in the office and which make her comfortable in this office in Monday because there is Monday Morning Ceremony, she should be more discipline and implement all of her duties well.

The Culture and Tourism Office of Bandar Lampung consists of a lot of staffs from different levels of education and background. It makes social gap. So, she should be able to adapt with the staffs. The facilities in that offices are quite complete but still many staffs could not use some facilities such as computer, type machine, and fax machine. Although the schedule in that office had been decided by Culture and Tourism Office of Bandar Lampung but some staffs came's late and went home early. Besides that, the uniform used by staffs was various, so sometimes the writer woke wrong uniform.

2.4. Relation with Client

During implementation of her field practice, the writer joined some activities and met a lot of clients Culture and Tourism Office. This Festival is a routine program of Culture and Tourism Office of Bandar Lampung to celebrate the anniversary of Bandar Lampung.

This event called *Begawi Bandar Lampung* (Bandar Lampung Celebration) became part of 100 National Event scheduled in Visit Lampung Year.

The *Begawi Bandar Lampung* was started on 8 June 2011, 09.00 WIB in Enggal Saburai and was closed on 17 June 2011, 19.00 in Hotel / Enggal.

The theme of *Begawi Bandar Lampung* 2011 is “**BEGAWI BANDAR LAMPUNG KHASAN KHAM JEJAMO** (Bandar Lampung celebration of all Lampung people) “. Special events of *Begawi Bandar Lampung* are Multi-Mekhanai (Boy and Girl) Competition, Lampung Pop Song Competition, cookies Market Competition, Traditional Food Competition, Tourism Rally Competition, Traditional Dance Competition, Lampung Culture Motive Competition, Fashion Design Lampung Competition, Mawalan / Moslem Pop Song Competition.

This festival is held every year and the office cooperates with many sponsors such as *Kumpulan Pengusaha Muda Indonesia, JCI Lampung, Sariayu Martha Tilaar, OZ94,4 FM Lampung, Rumah Putih, Jotun , Wira Garden, Dinas Pariwisata , Design By RM Photograph, Tribun Lampung, Batavia Air, Mc Donnals , Gema , Ltv, Maxima, Hotel Indra Puri*. The writer helped participants to fill registration form and answer their question about the Lampung Pop Song Competition.

This Competition was followed by 26 participants. Most of the participants were the students of Junior High School, Senior High School and Universities in Bandar Lampung from many institutions and citizens in Lampung Province.

The Lampung Pop Song Competition has the requirements of this competition as follows:

- a. Age 15-23 years old.
- b. Photocopy ID card and two sheets of photo.
- c. Alternative songs are: *Pantai Duta Wisata Lampung (By Johan DX)*, *Sebambangan (By Muslieh Harni)*, *Krakatau (By Muslieh Harni)*, *Tikham Hati (By Syaipul Anwar)*, *Muli Meghanai (By Muslieh Harni)*, *Tanah Lado (BY Fatsyah Budin)*, *Sesol (BY Syaipul Anwar)*, *Adekkupesisir (By Johan DX)*, *Kemeghek Hati (By Yudi' Voice)*, *Bepantun Jejama (By Yudi' Voice)*, *Ngedidik Sanak Tughunan (By Agus Salim)*, *Tanoh Lampung (By Ipung Bainen)*.
- d. The required song is:

Busanding By *Muslieh Harni* for male participant.

Patoh Junjungan By *Syaipul Anwar (pepadun)* for female participant.