

CHAPTER II DISCUSSION

In this chapter, the writer will discuss her relation with the entire staff and facilities at the office when she did her field practice in Tourism, Youth-Sport, Art and Culture Office of Central Lampung. There is a big difference between studying at university and working at the institution. When studying at Lampung University the writer socialized with lecturers and students. But when working at Tourism, Youth-Sport, Art and Culture Office of Central Lampung, the writer had to socialize with the wider scopes like relation with staffs, facilities, and clients. The writer also will discuss about the problems which she found while she did field practice about one of tourism objects in Central Lampung, and the efforts of Tourism, Youth-Sport, Art and Culture Office of Central Lampung to minimize them.

A. Relation

Relation is related to societies or people. When we make communication to people, it creates relation. In this discussion, the writer will tell her relations with staffs, facilities, and clients.

1. Relation with The Staffs

This office has many staffs at each division. From those division, the writer focus on all of sub offices. A good relation is needed to build

comfortable situation when the writer worked at the office. For two months, the writer had a good relation with the staffs.

All of those division has welcome staffs. So the writer was not hard to adapt. During the field practice, the writer used to discuss with the staff about formal and informal discussion.

They helped the writer a lot, For examples; she got help from Mr. Ahmed in making report of tourism industry. He told the writer how to recapitulate and then he checked it. In archiving letter, the writer got help from Mr. Munir. In making official note, the writer got help from Mr. Sukis and Mr. Solong an in getting information about art and culture Mrs. Linggar helped her.

2. Relation with The Facilities

Every department should have adequate facilities to help staffs working easy. Tourism, Youth-Sport, Art and Culture Office of Central Lampung has adequate facilities, such as: computer, laptop, printer machine, typing machine, telephone, filling cabinet, desk, and table, etc.

The facilities which are used by writer during field practice are computer, printer machine, paper, filling cabinet, table, desk, map, portfolio, stapler, and complete tools, etc.

When typing and printing the letter, the writer ever used computer and printer in another room, because many of them got broken.

Sometimes, the writer helped the staffs in preparing traditional costumes for dance. It gave her knowledge about traditional costumes which never known by her before.

3. Relation with The Clients

Based on the observation that had been done during the field practice program, the clients of Tourism, Youth-Sport, Art, and Culture Office can be divided into two kinds, they are:

a. Internal Clients

Internal clients mean clients consisting of the staffs of Tourism, Youth-Sport, Art, and Culture Office who visit from one division to another division. It meant to help each other in accomplishing their tasks. For example: when the writer was in Secretariat Sub Office, there was a staff of Tourism Development Division who asked for the number of letter, so the writer helped to give her a number of letter.

b. External Clients

External Clients mean clients that come from other institutions that want to have cooperation and need help. For example; during the her field practice, Tourism, Youth-Sport, Art, and Culture Office arranged healthy walking. There were many people from other institutions asked for number of healthy walking. It could be the writer's duty to serve them well by giving them what they asked for.

B. Norm of Tourism, Youth-Sport, Art, and Culture Office of Central Lampung and Adaptation

It is known that every office has its own rules. Tourism, Youth-Sport, Art, and Culture Office of Central Lampung has rules that must be obeyed by all of the staffs.

1. Norm

Norm which is obeyed in Tourism, Youth-Sport, Art, and Culture Office of Central Lampung can be divided into two kinds, they are:

a. Formal Norm

Based on the PP No: 53, 2010 Chapter II article 3 and 4 about the duty and prohibition of civil servant, the norm would be mentioned as follows:

- 1) Coming to work at 07.30 a.m.-16.00 p.m., except Friday just until 15.00 p.m.
- 2) Taking a rest at 12.00-12.30 p.m., except Friday 11.30a.m.-13.30 p.m.
- 3) Doing a weekly appeal on Monday
- 4) For those staff who get sick, hopefully give an information letter.
- 5) For those staff who will leave the office when working hours, hopefully bring permit letter.

b. Informal Norm

- 1) Obeying the work agreement
- 2) Understanding the vision and mission objectives of the office

- 3) Conducting the duty which is given with full responsibility
- 4) Keeping the image of the office
- 5) Applying the morality values and work ethic
- 6) Taking care of the property, work equipment, data or document that belong to the office
- 7) Creating and keeping a good atmosphere
- 8) Signing the attendance list

2. Adaptation

The office gave amenity to field practice student, but the student realized and knew about the norms, so the writer tried to obey the rules by:

- a. Doing the job with full responsibility
- b. Keeping the office image
- c. Applying the morality values and work ethic
- d. Keeping and taking care the office work equipment
- e. Creating and maintaining good atmosphere
- f. Following a weekly appeal
- g. Following a routine gymnastic on Friday exactly every two weeks

C. Problems

During the field practice, the writer have discussed the problems of Tourism, Youth-Sport, Art, and Culture Office of Central Lampung. By the discussion, one of the problems is tourism development. Actually, there are many tourism objects in Central Lampung, but they needed to develop. In this discussion the writer wants to discuss about Tirta Gangga Lake

Development. Just a little bit of Lampung people who know the tourism of Central Lampung especially Tirta Gangga Lake. The writer try to discuss about Tirta Gangga Lake.

1. Tirta Gangga Lake Description

Tirta Gangga is a lake which is located in Swastika Buana 13 village, Seputih Banyak Subdistrict, Central Lampung. To get the location, can be reached by land transportation and it is about 45 km from capital regency and 105 km from capital province. The width of Tirta gangga Lake is about 15 km². Tirta Gangga Lake has a beautiful and natural scenery. The attractions of this lake are coconut trees, and Balinese temple also Bima Statue in the middle of the Lake.

a. History of Tirta Gangga Lake

Tirta Gangga Lake is one of tourism objects in Central Lampung. Primarily, Tirta Gangga is a wide dike. It is for water retaining. Because it is so wide, local people called it as lake, because its form is like lake. By 1971, Tirta Gangga is used for flowing the rice field continuously. Interrelated institutions have made improvement and rehabilitation in that lake. So up to now, Tirta Gangga is known as Lake.

b. Functions of Tirta Gangga Lake

The main purpose of Tirta Gangga Lake is for flowing the rice field surrounding the dike. It is because of its location in the middle of Balinese village, so it is related to balinese people. The second

purpose is for media of Melasti. Melasti is Hindu ceremony. This ceremony is arranged three days before Nyepi by Balinese people. When Melasti arranged, all of Balinese people of Central Lampung come to Tirta Gangga Lake to purify all of holy statues and pray in the temples. Hinduism people believe that water symbolize to purify dirty and negative ratio of the world. So when Melasti they bring all of Pratima (holy statues) to the lake to purify them.

2. Tirta Gangga Lake Problems

Although, there is tourism object in Swastika Buana 13 village, but just a little bit of Lampung people know it. It is because of less promotion. There are many problems which the writer call “ Inhibiting Factors in Developing Tirta Gangga Lake”, they are:

a. Access

A beautiful tourism object cannot be seen if the access is bad. Actually Tirta Gangga Lake has a good potential to develop, but because access to Swastika Buana 13 village is poor so it become inhibiting for visitor or domestic tourist to go there. Road condition is inadequate. Because of it, the visitors lose much time in travelling just for driving.

Besides that, the distance of Tirta Gangga Lake is too far from capital regency let alone from capital province. It is about 45 km from capital regency and 105 from capital province.

b. Accommodations

The centre of accommodations were in Bandar Jaya. There are no accommodations surrounding Tirta Gangga Lake. Because Tirta Gangga Lake is in village and in the middle of the local people residence so it is so hard to find lodges, hotel etc. It makes the visitors confused if they want to stay longer. So, up to now Tirta Gangga just visited by local people.

c. Regional Budget

Central Lampung is the region which does not have much regional budget. With a minimum budget, it is not enough for many institutions to develop their objects. So Tourism, Youth-Sport, Art, and Culture Office of Central Lampung could not maximize its efforts to develop tourism objects in Central Lampung especially Tirta Gangga Lake.

d. Less of Visitors' Awareness

Visitors' awareness is less. Visitors can be local people or domestic tourist. It can be seen from the maintenance of Tirta Gangga Lake's facilities. Many people throw the garbage away in the Lake. It influences lake dirty. Furthermore, there are no cleaning staffs in Tirta Gangga Lake. For example, when there is facilities adding like water pedicab, it is just for 6 months. And six months later, it could not be seen again. It is also for gazebo. There are many garbage in each gazebo, and the wall of gazebo is dirty caused by ink of pen and rough pen.

3. Efforts which had been done and will be done by Tourism, Youth-Sport, Art, and Culture Office of Central Lampung to develop structure and infrastructure of Tirta Gangga Lake

To make Tirta Gangga Lake known by people, firstly Tourism, Youth-Sport, Art, and Culture Office of Central Lampung must increase facilities of tourism object.

- a. Efforts which had been done by Tourism, Youth-Sport, Art, and Culture Office of Central Lampung to increase facilities of Tirta Gangga Lake

- 1) Built gazebos

By 2004, to enliven Tirta Gangga Lake, it was built gazebo which sizes (2x2 m²) as many as 4 gazebos. Gazebo is a permanent roofed building that has at least four sides of the same size and the walls is not covered walls but opened walls. This is for visitors in order to get comfortable sense while enjoying Tirta Gangga Lake.

- 2) Added water bicycle and row boat

Water bicycle and row boat are for visitors who want to explore the lake by going around the lake. By paying just Rp. 10.000,- visitors can go around the lake and enjoy the scenery by passing through the lake.

- 3) Entertainment Stage

Entertainment stage was used when there was an event at the lake, for example band music, Melasti, Balinese ceremony, New Year Event, and other formal or informal events.

4) Temple

Temple which was meant is Hindunese temple. It was built in 1982. The function is to honor Water God which is known as Baruna God. When there was a sacral ceremony, Hindunese people honor their God through the temple, so the temple function is a media to transmit their pray and as place for respecting for Hindunese's God.

5) Bima Statue

This statue was built on Desember 24, 1982 and located in the middle of the lake. Hindunese people believe that Bima is one figure of Mahabrata which is one of Hindu's epic. Bima transformed to the world becoming Pandu's son also together with Panca Pandawa and Sri Krisna to defend the world from destruction. It is explain in Mahabrata epic

- b. Efforts which will be done by Tourism, Youth-Sport, Art, and Culture Office of Central Lampung to improve structure and infrastructure of Tirta Gangga Lake

Based on the interview with Mr. Hefi Brawijaya ,The Head of Planning and Reporting Division , Tourism, Youth-Sport, Art, and Culture, Tourism, Youth-Sport, Art, and Culture Office of Central Lampung will do the improvement of Tirta Gangga Lake in 2012-2013.

Tourism, Youth-Sport, Art, and Culture Office of Central Lampung had submitted the proposal of Tirta Gangga's improvement to Culture

and Tourism Minister of Indonesia. There are structure and infrastructure development which will be done for Tirta Gangga Lake.

1) Developing Structures

It is planned to add the facilities of Tirta Gangga Lake.

The facilities which will build by 2012-2013 are:

a) Gazebo

To enliven Tirta Gangga Lake, in that lake was built gazebo which sizes (2x2 m²) as many as 4 gazebos. In the next plan, there is gazebo adding which has a different size. The sizes will be 4x6 meter. It will be nice and more comfortable to enjoy Tirta Gangga scenery.

b) Fishing Pond

The fish which will be filled in that pond is freshwater fish. The visitors can fish while enjoying the beautiful scenery of Tirta Gangga Lake.

c) Watch Tower

This watch tower will be built in height 6 meter. Its function is for visitors who will see the scenery of Tirta Gangga Lake from above. So, visitors can see all of its scenery.

d) Rest Room

Tourism, Youth-Sport, Art, and Culture Office of Central Lampung also will build rest room in that location. Remembering, it has not been provided yet and the cleanliness is important for human life.

e) Guard House

To safe this tourism object, guard house will be built to safe that location.

f) Camp Center

By planning, the area surrounding tirta gangga lake will be used for camping. If it is seen from the location and its atmosphere, it is adequate for camping and adventure.

g) Parking Place

In order to keep the lake neat and nice to be seen, there will be a parking place. Visitors usually bring their own vehicles, so it would be neat if there was a parking park in Tirta Gangga Lake.

2) Developing Infrastructure

Arrange a Tourism Awareness

Tourism, Youth-Sport, Art, and Culture Office of Central Lampung will arrange a tourism awareness for people who live surrounding the lake. By doing this program, hopefully local people do not break the beauty of Tirta Gangga. It purposes to increase sense of belonging for the local people, so local people also keep Tirta Gangga Lake safe.

D. Solution

To keep the tourist's visit constantly and defend the quality of Tirta Gangga Lake, it is impossible for Tourism, Youth-Sport, Art, and Culture Office of Central Lampung if it works with its own. Should be the other institutes which coordinate with Tourism, Youth-Sport, Art, and Culture Office of Central Lampung. There are several problems which should be fixed, they are:

1. Access should be good

If the access is good, visitors are not lazy to go to the lake. In this problem should be a coordination between Tourism, Youth-Sport, Art, and Culture Office of Central Lampung and General Directorate of Highway Construction and Maintenance of Central Lampung.

2. In order to be efficient, should be coordinated with other institutes, as below:

- a. To make fishing pond, Tourism, Youth-Sport, Art, and Culture Office of Central Lampung should make coordination with Department of Fisheries
- b. To make gazebo, Tourism, Youth-Sport, Art, and Culture Office of Central Lampung should make coordination with Directorate of Housing, Planning, and Urban Development
- c. To create a garden or park, Tourism, Youth-Sport, Art, and Culture Office of Central Lampung should make coordination with Directorate of Housing, Planning, and Urban Development or Forestry Department

- d. To make visitors come to visit Tirta Gangga Lake, there should be souvenirs which are sold there. An unique handicraft can be a souvenir from that lake. Tourism, Youth-Sport, Art, and Culture Office of Central Lampung should make coordination with Directorate of Housing, Planning, and Urban Development.

By doing them, hopefully Tirta Gangga Lake is known by other people not only in Central Lampung but also in whole people of Lampung Province.

E. Skills Needed to Develop in the Future

One of the purposes of field practice for students is to practice their English skill which they got when they studied. But in the reality, Office Management and Office Computer are needed more than basic skills. While studying at Diploma III English Profession of Lampung University, the writer has gotten many skills such as: writing, speaking, vocabulary, grammar, speaking, etc. Those are very useful for the writer. Based on the writer's experience, the subjects which are needed to be improved are Office Management and Office Computer. Because, when working in institution, two kind of those subjects hold important roles in working.

F. Courses and Improvement

Diploma III English Profession is a program which has purpose to create professional student in tourism sectors, hotel affairs, and business.

During field practice program, the writer realized that curriculum which was given by Diploma III English Profession is needed to be developed.

The curriculum that should be given more classes are Office Computer Program and Office Management. It would be better if there is a real practice of office computer and office management theory. Because they hold an important role when working in the office.

Finally, the writer hopes that Office Computer and Office Management Program can be established in curriculum of Diploma III English Profession in the future. The writer also expects that Diploma III English Profession will be better in the future.