A. Relations

In this chapter, the writer will discuss about her relation with staffs, clients, facilities and the norms of department when she did her field practice in The Tourism, Youth Sport, Art and Culture Department of Central Lampung. Besides that, the writer will describe about some inhibiting factors and its influence in developing tourism sector of Central Lampung.

1. The Relationship with Staffs

   • Relation with Tourism Development Division Staff

   The staffs in this division were very welcome and hospitality. The staffs of this division have many activities in this division such as; typing letter to the client, typing data of hotel, restaurant, tourism object, etc. It is also one of staff’s duty of Tourism Development Division is to observe some tourism objects in Central Lampung. When the writer was placed in this division, the writer also helped to do their duty such as; typing data of Tourism Development, typing letter, typing and editing data of hotel, restaurant, and tourism object in Central Lampung. Beside that, the writer
gave participation to do observation in GGPC (Great Giant Pineapple & Co). It is her first observation to get data about tourism object.

- **Relation with Marketing and Promotion of Tourism Division Staff**

For the first time, the writer was confused because the staffs of Marketing and Promotion of Tourism Division were very serious. But be long time the staffs were very kind and nice too. When the writer was placed in this division, she had only a little activity. Even though the staffs in this division have many activities such as; making brochure, typing letter to the client, doing observation to get data of some tourism objects, etc. But the writer got duties for typing permit letter to the client, typing data about schedule of observation to get data of tourism object in Central Lampung and typing MOU (memo of understanding) between Department of Tourism, Youth Sport, Art and Culture of Central Lampung and GMP (Gunung Madu Plantations) as one of education tour in Central Lampung.

- **Relation with Secretary Division Staff**

Generally, the staffs in this division were very welcome. This division has three sub office are sub office of planning and reporting, sub office of finance, and sub office of employment and general. The staff of each sub office has many activities such as; arranging plan and work program of the department, handling financial administration, preparing material in arrangement plan and routine budget, and holding administration, correspondence, document and all equipments of the office. But when the
writer was placed in this division, she just got some duties in sub office of employment and general such as typing letter, archiving letter, archiving daily News, weekly News, and monthly News, authorizing signature to secretary of the office, expediting letter, preparing attendance list for the staff of Tourism, Youth Sport, Art and Culture Department, and attendance list for field practice students of Lampung University.

- **Relation with Art and Culture Division Staff**

  The staffs of Art and Culture Division were very welcome. The staffs of this division have many activities such as; typing permit letter to the client, typing data of culture and art in Central Lampung, making data of art group in Central Lampung, etc. The staffs of this division were very busy if there are some events which are related to art and culture such as Culture Parade. When the writer was placed in this division, the writer helped for typing permit letter to the client, typing data of Cultural Parade, typing invitation letter of Technical Meeting for participant of Cultural Parade, helping to cut number of Cultural Parade participant, making name tag committee of Cultural Parade, and helping to type the winner of Cultural Parade Event.

- **Relation with Youth Sport Division Staff**

  The Division of Youth Sport has comfortable situation, because staffs of Youth Sport Division were very welcome. Even though the staff of Youth Sport Division looks seriously, but actually they were very nice too. The
staff of this division was very busy, because they have many activities such as; typing permit letter, archiving letter, sending letter, typing data potential of sport, etc. But during the writer was placed in this division, she had only a little activity. Because the staff of this division was busy for preparing their event of youth training namely entrepreneurship of youth. Then the writer helped to type permit letter, archive letter, copy data, and type letter of duty.

2. **The Relationship with Facilities**

Department of Tourism, Youth Sport, Art and Culture of Central Lampung has facilities which can support work activities. Even though this department has limited facilities, but there are some facilities which can help its staffs to do their job easy.

The facilities are:

a) **Computer**

There are six computers and one laptop in Tourism, Youth Sport, Art and Culture of Central Lampung. But not all of computers can be operated and sometimes the staff must stand in line to use computer when there are many activities in this department.

The writer usually uses the computer for typing letters and making documents which are related to the department. This facility was often used by the writer, it happened because the writer was more frequently had duty to type letter or document.
b) **Television**

Department of Tourism, Youth Sport, Art and Culture of Central Lampung has a unit of television. Its television is put in meeting room. Although it is one of information media which can give information, entertainment, news, etc. But it’s not often on during the work time, because all the staffs of its department were busy with their job. Its television was on if they want to watch Central Lampung Tourism Profile, etc.

c) **Printer Machine**

Printer machine is often used to print out some letters and other documents by the writer and all of staffs in Tourism, Youth Sport, Art and Culture Department of Central Lampung.

d) **Musholla**

Musholla is used for praying. During field practice, the writer and all of staffs in Tourism, Youth Sport, Art and Culture Department of Central Lampung could pray in this place.

e) **Meeting Room**

Meeting room is used for meeting to talk many things which are related to The Department of Tourism, Youth Sport, Art and Culture of Central Lampung. Beside that, it is also used for meeting with the clients of this department.
f) **Air Conditioner**

Air Conditioner is very needed to give comfortable situation for the staffs in this department.

The other facilities of this department are table, desk, filing cabinet, typewriter, rest room, map, stapler, envelopes, paper, cutter, etc. The facilities condition were enough good, but this department doesn’t have a big photocopy machine. This department should add facilities in order to make the work become easy.

3. **The Relation with Client**

The Department of Tourism, Youth Sport, Art and Culture of Central Lampung has many clients which need information for making legalization to build restaurant, hotel, swimming pool, sport field, art group, etc. The clients are people who will make legalization to build the facilities of tourism.

B. **The Norms of Tourism, Youth Sport, Art and Culture Department of Central Lampung.**

Department of Tourism, Youth Sport, Art and Culture of Central Lampung has many norms that must be obeyed by all the staff.

General staff responsibilities are:

a. Understanding the vision – mission objectives of the office

b. The work uniform should be appreciating with the day, on Friday wear a sport uniform.

c. Conducting the duty given with full responsibility
d. All staffs must follow morning ceremony on Monday

e. Applying the morality values and work ethics

f. Taking care of the property, work equipment, data or document that belong to the office

g. All staffs must obeyed all the norms

The responsibilities of work time:

a. All staffs must work time which determined as follow:

b. The start of work time at 07.30 am

c. Break time at 12.00 am until 01.00 pm

d. The closing of work time at 03.30 pm

e. Signing the attendance list book directly.

C. The Problem Encountered

1. Analysis of Problem

The writer did field practice in the Tourism, Youth Sport, Art and Culture Department of Central Lampung for two months, starting from May 2\textsuperscript{nd} to June 30\textsuperscript{th} 2011. The writer has problems encountered in this department. The problems are:

a. There is no a big photocopy machine. This facility is very important to support job. The writer had duties to multiply data, letters, pamphlets, etc.
b. When the writer got job to do observation and get data about tourism objects, the writer found some inhibiting factors and their influences in developing tourism object, as follow:

1) **The Influence Lack of Financial**

   It is the most important thing in developing effort of tourism, because all of events which are related to tourism development sector have relation with financial. So, if there is lack of financial from government and tourism funding, it would influence the tourism development. Let alone, tourism development funding is in 28\(^{th}\) rank of priority. Then if tourism institution made some programs which are related to tourism development, it’s uncertain for getting finance from the government. Even though, its program has significant role in developing tourism of Central Lampung.

2) **The Influence Lack of Central Lampung People Participation in Developing Tourism**

   It is one of inhibiting factors in developing tourism object of Central Lampung. It is very influence in developing tourism object of Central Lampung, because if there is no support from local people which located in surrounding tourism object, the tourism development will be inhibited. It happened because lack of people awareness to keep and preserve the tourism object and its environment. Let alone, if the people lack of participation to save
their environment, the tourist uninterested in visiting tourism object because the environment of tourism object is unsafe and uncomfortable.

3) The Influence Lack of Good Accessibility

Lack of good accessibility is one of inhibiting factors in developing tourism sector, because it can reduce tourist’s interest to visit tourism object of Central Lampung. It also would influence in tourism development of Central Lampung. The tourist would feel uncomfortable and dissatisfied in journey if the condition of the road was broken. Certainly, it can give bad impression during their trip in one tourism object.

4) The Influence of Limited the Qualified of Human Resources in Tourism

Limited the qualified of human resources in tourism is one of inhibiting factors which has influence in tourism development. Even though there are many potentials of tourism, but the tourism development would be inhibited if the qualified of human resources are limited especially in tourism. Let alone, staff of an institution which has relation in tourism doesn’t have skills about tourism. It very influence in developing the potentials of tourism. They would get difficult to make developing efforts in tourism.
5) The Influence Lack of Marketing and Promotion of Tourism

Lack of marketing and promotion of tourism is also one of inhibiting factors which influences in tourism development. Let alone, marketing and promotion tourism of Central Lampung has not maximized yet. It causes the tourism object of Central Lampung still unknown by many people. Certainly, they are not interested in visiting tourism object of Central Lampung. Marketing and promotion is one of efforts in developing tourism which can help to introduce some tourism objects which are located in one region.

D. The Way Out

According to the problems above, the writer had solution of the problems.

The solutions are:

a. It is hoped that will fulfill the facilities such as a big photocopy machine.

   A big photocopy machine is very needed by the staff and student who did field practice to multiply data, letter, etc.

b. The way out of some inhibiting factors and their influences are:

1). The Way Out Lack of Financial

   Financial is most important thing to develop Central Lampung tourism development. For making and developing tourism object, it is needed a lot of financial. Let alone, tourism has important role in creating people prosperity. The government hoped can increase
tourism funding in the future to develop the region and tourism object of its region. Hopefully, being a develop region, it could increase income level for the region itself. By developing tourism object, it is not only for increasing income level but also it can reduce unemployment of local people.

2). The Way Out Lack of Central Lampung People Participation in Developing Tourism

Hopefully, by giving more participation take the roles in developing tourism object of Central Lampung. People also hoped to have awareness in preserving the environment especially in surrounding tourism object in order to safe and create the atmosphere comfortable. So, it can take tourist’s interest for visiting tourism object in Central Lampung and give good impression for the tourist. Beside that, it is important for giving socialization to the local people about cleanliness, tourism awareness, and sense of belonging.

3). The Way Out Lack of Good Accessibility

To make the tourism object of Central Lampung known by many people, one way is to fix the accessibility. Local government should pay much attention for arrangement funding plan in order to fix and preserve the transportation which is connected to the tourism object of Central Lampung. It is better if local government could make cooperation among companies which are in Central Lampung. Remembering there were some companies which have been an
international standard. Hopefully, they can give rehabilitation funding to make better accessibility in that region.

4). The Way Out of Limited the Qualified of Human Resources in Tourism

To develop the tourism object of Central Lampung needed qualified human resources in tourism. By having tourism skill, human resources are able to create and plan efforts of tourism object. It is better for human resources which have not qualified yet to take training skills which are related to the tourism field.

5). The Way Out Lack of Marketing and Promotion of Tourism

Marketing and promotion should be increased within the region but also outside of the region in order to make it known by other people. It can use pamphlet, brochure, VCD about object and events which are related to the tourism. It can be more efficiently and effectively if using internet because by using internet, it can give ease to access for many people and known by the world. The purpose of marketing and promotion through via internet is to introduce and promote tourism object and supported structure such as culture and art events, hotels, restaurants, etc.
D. The Skills which are Needed to be Developed in the Future

While studying at Diploma III English Profession in Lampung University, the writer has gotten such as; Writing, Listening, Translation, Office Management, English for Secretary, Office Computer, etc. Those are very useful for the writer. However, according to the writer’s experience there are subjects which are need to be improved, they are English for Secretary and Office Computer. Because they hold an important roles when working in institution. Those subjects which are given just in theory. The writer hopes that there is real practice of those theories. So, during field practice, students don not get difficulties in working any more.

E. The Curriculum or syllabus could be improved

During field practice program, the writer realized that curriculum which was given by Diploma III English Profession needed to develop. The curriculums that should be given more classes are Office Computer and English for Secretary, because they hold an important role in world of work. Finally, the writer hopes that Office Computer and English for Secretary could be better in the future and Diploma III English Profession could create qualified students which are able to compete in the world of work.