

CHAPTER 11

II. DISCUSSION

A. Relation with the Staff Relation and Norm of the Office

1. Relation with the Staff

To create comfortable atmosphere in working, a good relation is very necessary. In this case, it concerns communication between the staffs and the writer in Technical Section, especially in the collection activity.

Based on the data of employees of Lampung Museum in 2005, Technical section has 4 staffs. Each Staff has responsibility for his position. During his field practice in Lampung Museum, the relation between the writer and the staff of Technical Section was good enough. Friendly atmosphere occurred since the first day of field practice in Lampung Museum.

The staff of Technical Section told about their experience of working there, especially in collection activity. They taught the writer about the ways to get collection, to collect and to treat the collection well. Moreover, the staff also gave him motivation and suggestion, so he had high spirit to do field practice in Lampung Museum. Beside that, to keep the good relation between the staff and the writer, we had lunch together.

To reach maximum result the facilities as a proponent factor are essential. Good facilities make a job easier to do. The staff and the writer had used some facilities available in Lampung Museum in accordance with the needs. They were computer, camera, and office stationeries.

Their usage are as follow:

1. Computer

When the writer carried out field practice in Technical Section, he had the chance to use computer. It was very important in data of collection in Lampung Museum, because it had many functions for typing the description of collection and saving the collection data. And then, the staff of Technical Section also used this facility to edit the data of collection that would be entered in the main book of collection.

2. Camera

The writer used this facility to take pictures of collection in Lampung Museum. This activity was helped by the staff of Technical Section. Camera was used to take pictures, especially concerning the collection entered in the registration book of collection or documentation.

3. Office Stationeries

The writer used these facilities as media for collecting registration activities in Lampung Museum. The tools were mostly pen, book, ruler, eraser, pencil, and paper also notebook. He felt comfortable because he could use all the facilities during her field practice in Lampung Museum.

3. Relation with the Clients

Museum is an institution which handles cultural sector. Museum is a place for learning and getting information about all cultural inheritances. When visitors come to the museum, they want to get all information about the collections clearly. So, the museum is responsible to give accurate information about the collections which are provided in the museum.

During his field practice in Service Section, he had experienced the duty to guide visitors who wanted to go around and see the collection in Lampung Museum. Interested Visitors may order Guided Package that will be discussed further because the staff of Museum must prepare about the package and also about the payment is Rp 3000/ each students or visitor. Those who visited the museum at school holidays were usually crowded. And generally, they came from the Regencies of Lampung Province. The visitors were usually dominated by students of Kindergartens, Elementary School, Junior High Schools. Unfortunately, only a small part of the visitors were general public and University student.

4. Adaptation with the Norms

The student who carries out field practice in Lampung Museum must adapt themselves to the Museum's norms. There are some policies given by Lampung Museum to field practice students, for examples they have to wear neat dress. If they were out door in permanent exhibition building, they should wear their Almamater jacket.

Then, the working time for field practice students are at 07.00-12.00 pm. Nevertheless the writer often returned home at 14.00 when he carried out field practice in technical section, especially in the registration of collection activity, he

should obey the norm that were prescribed by technical activity. for example, he should be on time to come in the registration of collection activity, and should send the permission letter if he was absent. Besides that, the staff of Lampung Museum, especially technical section has also the norms that must be obeyed by all of them. The norm of staff are the different with the norms of field practice students. Below is the norms of the institution.

5. Norms of the Institution.

The decree of Education Department official no. 800 / 629 / 111.11 / DP.1 / 2003 aims to increase discipline quality of civil servant in education department as following:

1. Civil servant in education department should work from 07.30-14.30 pm.
2. Civil servant who can not work must send the permission letter.
3. Permission is just given 2 times in 1 month.
4. Civil servant must fill in attendance list in front of in supervisor.
5. Head of technical / administration / must fill in attendance list in front of the head of education department.
6. Civil servant who is absent for two months without reason, will get postponement of salary until there is information from his Head.
7. Civil servant who does not work for six moths without reason will be asked to retire.
8. Every letter must be signed by the Head of Department.
9. Civil servant in Education Department has to follow sport activity every Friday.

10. Education meeting will be held every Saturday by the Head of Education Department.

6. Maintenance of Discipline.

a. Order of discipline.

- ❖ Discipline in roll-call of attendance of work time.
- ❖ Flag ceremony every Monday and national celebration or regional day.
- ❖ Uniform of work clothes should be appropriated with the norms.
- ❖ Adherence to the rules.

b. Cleaning activity.

- ❖ Sport activity from 07-30-09-00 am every Friday.
- ❖ Mutual cooperation from 09-00-10-00 am every Friday.
- ❖ Hold friendship and spiritual learning.
- ❖ Create harmonious and peaceful atmosphere.

c. Discipline of work.

- ❖ Coming to the office on time.
- ❖ Coordination between leader and his staff in working well.
- ❖ Making daily job plan.
- ❖ Giving best service to society or another institution.

B. Guided Package in Lampung Museum

During two months field practice in Lampung Museum the writer always tried to adopt the regulated rule meanwhile, Guidance Package in Lampung Museum is the only package in Indonesia which was created by Drs. Oky Laksito and Asnan.

After the materials were completed they discussed the content with some history teacher and revised it based on their comment and suggestion about materials of Guided Package in Lampung Museum. Thus, the explanation of Guided Package in this final report are, as follows: Guided Package, Advantages of Taking Guided Package, Ways to Visit Lampung Museum or Take Guided Package, and Implementation of Guided Package in Lampung Museum.

1. Guided Package

Lampung Museum is one of institution which help people to understand and appreciate about Lampung original culture. It is the collection place of the scientific, aesthetic or historical objects. In the museum, the objects are taken care, studied, and exhibited for the purpose of public education and advancement of knowledge. One of the functions of Lampung Museum which is oriented to general public is Guided Package. Guided Package is one of activities to introduce museum to the visitors by using educative method. The implementation of guided package aims to develop visitor's imagination and sensitivity about culture. These activities will run well if collections has already arranged in the exhibition room. It is also appropriate with the function of museum as a education and recreation place.

Meanwhile, to get information completely, individual or group of visitors can use guided service which consists, as follows :

- a. Cultural package which consist of: pre-history, traditional weaving, history of Indonesian struggle and Radin Inten II.

- b. Special Guided Package which consists of the subject of Lampung Museum collections.

Thus, the explanation of guidance package in this final report is limited to special guided related such as Lampung Museum and collections because actually during his field practice in Lampung Museum it was the only package taken by the writer and held by Service Section.

2. Advantages of Taking Guided Package

Lampung Museum as a educational institution offers many benefits to their visitors. People of different ages, interests, background and abilities can explore and do self-learning in the museum. The advantages if visitors visit Lampung Museum and follow Guided Package are, as follows:

- a. The visitors can observe directly cultural items and touch the replica.
- b. The visitors can get extensive knowledge about Lampung original culture.
- c. The visitors can be entertained, inspired and introduced to certain ideas.
- d. The visitors can increase their appreciation of the development of society in the past, present, and future.

3. Ways to Visit Lampung Museum or Take Guided Package

Based on data of visitor in 2006 it can be generalized that visitors who visited Lampung Museum to see the collection come from various levels. However most of them is Student of Elementary School, (see, Appendix 2).

Meanwhile, there are two ways to visit Lampung Museum. The first is the tour leaders of visitors who want to visit Lampung Museum make reservation via telephone or directly meet Service Section Staffs to arrange about when they will visit museum/ date, time and number of visitor. Thus, Service Section Staff will ask about the purpose to visit Lampung Museum and offer kinds of service that are available. After the agreement between the two sides, Lampung Museum staff will prepare computer, LCD, and sound system which are used in Guided Package. The example of letter of permission are provided in appendix 4. The second is the visitors who want to visit Lampung Museum come directly to exhibition room. Fill the guest book and buy the ticket from ticketing staff in exhibition room. For general visitor is Rp1500 and Elementary School is Rp500. Visitors who do not make reservation can not take Guided Package, but they can enter the exhibition room to see the collection. Meanwhile, to know more details about the rules to follow Guided Package let us see the following scheme.

C. Implementation of Guided Package in Lampung Museum

Customers who take guided package visit come to Lampung Museum based on arranged agreement. It is important due to many activities followed such as, watching film/ slide video, touring around museum, and answering student's task sheet.

a. Watching film/ slide / video

The purpose of watching film / slide / video is to give a chance to the visitor to have knowledge and perception about museum collections in order they can see

clearly the process of cultural activity. The content of the presentation is not only about collections but also about historical organization and function of Lampung Museum. Unfortunately the materials in that film / slide / video are not interesting because they are already old material and the room is very small.

b. Touring around museum

After watching the film / slide / video the visitors who follow guided package will be invited to exhibition room. This guided activity is aimed at giving visitors information so they can appreciate Lampung history especially Lampung original culture and Indonesia culture in general. This activity is expected to generate good appreciation of Indonesian traditional culture and characteristics.

c. Students Task Sheet

The next activity, after touring around the Museum is Students Task sheet those groups who take Guided Package will be given sheet of paper containing questions about Lampung Museum collection. Those activity is aimed at evaluating students understanding after watching film/ slide / video and guiding activity in exhibition room. Usually student of junior high school (SMP) have difficulty in answering questions about (4, 6, 8, 9,10) because students of elementary school (SD) usually have difficulty in answering questions about (2, 5, 7, 8, 11) because the pictured are not clear, also the are never renewed, students have to answer the same took sheets from to year.

The example of students sheet papers is provided in appendix 3.

D. Problems Encountered and Way Out

The writer was trained in Lampung Museum for two months, starting from may 2nd, until June 30th 2011. There were some problems which were encountered by the writer during the field practice in Lampung Museum such as, handling the visitor speaking in front of many people, and socializing with new people in new conditional.

The first handling the visitor, based on data of visitor majority of the visitor are students. The writer had difficulties in handling the visitors especially kindergarten and elementary school students because it is difficult to manage them they prefer to run rather than listen to the explanation from the guide, or eat in exhibition room. It does not only make the room dirty but also it is dangerous to visitors as the collections have been processed with chemical substance which can poison the visitors when they touch the collection without glass cover or the room is dirty after eating.

Second, is speaking in front of many people. Sometimes the writer felt nervous when giving explanation to the visitors about the collection and sometimes he felt Unconfident especially when he must give explanation to the scholar and teachers who visit Lampung Museum for research.

Third is, socializing with new people in new condition. The writer felt nervous because in Lampung Museum there are many staffs. Who come from various levels both in education or ethnics. In addition, the age of Lampung Museum staff, are much older than the field practice students.

Way out

Based on identification of the problems above the writer tries to give solution as follow:

First, the guide must learn about children's psychology, so she should know the characteristics of children. He can also learn the senior guide how to guide a group of children well. So, he can follow from the senior guide to get attention from them.

Second, before guiding activity he must have good preparation for example, reading the book collection or books which are related to Lampung Museum. Good preparation or studying before guiding activity makes the writer feel confident to speak in front of visitors.

Last, he must be friendly and join gathering for activities such as, re-inventory collection, sport activity and conduct zuhur or pray together in Lampung Museum mosque to ease himself in socializing with visitors in staffs

E. Skills Need to Develop in the Future

To live in the world people must have skill as very important, without skill we can not do something well to be successful in living. There are many skills needed in developing capability in the future example speaking, and computer skill Those will be discussed below.

The second is computer maintenance system. Nowadays computer is a necessity for many people. Almost everybody is able to operate computer. However only a

few people are able to repair computer if it is broken. Therefore, the writer thinks he must learn how to handle computer if it is suddenly out of order.

The first is Speaking, particularly public Speaking is part of daily human activities. It seems easy but actually it is not easy to do in front of many people. Therefore, we must learn public speaking knowledge in others to know the technique or the way to transfer idea or message to the orders especially visitors which have different characteristics. Therefore, in order to handle the visitor well the writer should be friendly and fluent in speaking.

F. Improvement of Curriculum in Diploma III English Profession

Curriculum is very important to guide students during their study in the college. The college should produce students who are ready to for join the working field. therefore. The Curriculum must be up-graded in order to adjust to the situation and condition of work today. Based on his experience in Lampung Museum there are some curriculum in Diploma III English Profession which could be improved such as, speaking and Computer Maintenance.

The first is speaking. Executor for an educative cultural guidance in museum must be trained to become a public speaking. Therefore, speaking subject should be intensified in order to train student in improving their performance in guiding the visitors.

The second is computer maintenance. As we know the development of information technology run fast it must be balanced with providing human resource who is able to operate computer and know about computer maintenance.

The University produce qualified human resource, therefore Diploma III

Profession should improve the curriculum in order to increase the quality of the students in the future.