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Judul Tugas Akhir : Managing Information Service Quality to Foreign Tourists Through Human Resource in Denpasar Tourist Information Centre


Abstrak : Denpasar Department of Tourism is an state institution managed by Denpasar Department of Tourism and precisely handled by Tourism Marketing Development section. Denpasar Tourist Information Centre offers visitor a chance to get information, ask questions, and recommendation about tourism places around Denpasar. During the internship, the writer performed as a frontlineer.

According to the writer, conducting an internship is the best way to gain work experience in the workplace before entering a real workplace in the future after her graduation from Universitas Airlangga. During the four weeks of internship period, she had three main tasks. She was responsible in greeting and handling tourists that visit Denpasar Tourist Information Centre and giving information about destination to tourists.

The writer received precious experiences and knowledges during her internship program. She learned a lot of things such as discipline, the confidence while speaking in English with foreigners directly everyday, responsiveness dealing with tourists complaint submissions, and keeping good attitude.

The writer encountered various problems from her internship program, such as tourists’ complaint submissions, lack of information about all tourism stuff in Denpasar, the unavailability of updated brochures of Dokar event routes and information about the history of paintings in Denpasar Art Space, inability in giving direction of certain location through
map and operational hours of Sarbagita bus. But, fortunately she could overcome all the problems and learn so much from her mistakes she did.