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Judul Tugas Akhir : Guiding The “Busan-Surabaya Youth Exchange Program” During Surabaya Visit: Strategies Applied As Liaison Officer, Tour Leader, and Translator in Subdivision of Foreign Affair of Surabaya City Government

Abstrak

The Division of the Administration Department of Cooperation in Surabaya City Government became the writer's choice for the place of apprenticeship. The writer got a lot of new experiences; also learned many new things. From all of the new things, the writer got a new lesson that hope can be applied in the future. Based on the overall experience gained during the internship, the writer assigned to perform three different types of work. The job became a liaison officer, tour leader, and translator. Each type of work has its own duties and responsibilities. Various obstacles in every type of work always giving a new experience for the writer. The obstacles were different, depending on the type of work. Did three types of work at the same time was not as easy as we think. The writer required to work fast and responsive in every moment. At that time, the writer got the opportunity to accompany the delegates from Busan in "Busan-Surabaya Youth Exchange Program" event. This event is an annual event conducted by the Division of the Administration Department of Cooperation in Surabaya City Government. The program designed to make Sister City cooperation between Busan and Surabaya well maintained. While accompanying the Busan delegates, the writer infrequently found a trouble.

Delegates were disciplined about time management. This made the writer easier to manage the time during the activities. In fact, time management is the most important thing to keep in mind during the event. The goal of the event can run smoothly according to the schedule created. The impression gained during the internship process is a sense of happiness and gratitude. The writer is grateful for the experience to do the internship process by plunging directly. It is very important to do before the writer jumped into the real world of work. Although not entirely the same, but the experience gained during the apprenticeship will be very useful for the writer in the future. The office atmosphere is also a positive impression obtained by the writer during the apprenticeship process. The staffs at Subdivision of Foreign Affair always help the writer when she got some problems. They are very friendly, cooperative, and helpful when teaching the new thing. That atmosphere is what every student needed while doing internships in an institution.

4.2.1 Suggestions for the Institution. The first suggestion is the Division of the Administration Department of Cooperation in Surabaya City Government should be more considerate when receiving students who will undertake internships. The staff of the apprentices' admissions should further explain in detail several divisions in the Division of the Administration Department of Cooperation in Surabaya City Government. It is necessary in order to avoid misunderstanding if the student is doing an internship at the venue. The second suggestion is the Division of the Administration Department of Cooperation in Surabaya City Government should be more certain in placing students who will undertake internships. For example, based on the writer's experience, on the first day of the apprenticeship, the writer did not get a definite placement position. It made the writer did not do a fixed job every day. The writer also required to always ask every day about the work that can be done for the writer that day. This made the writer confused in the first weeks of the apprenticeship process.

4.2.2 Suggestions for English

Diploma Program. there are several suggestions made by the writer to the English Diploma Program. If the student will undertake an apprenticeship at the Division of the Administration of the Department of Cooperation in Surabaya City Government, the English Diploma must know some dates set for an event involving Surabaya with foreign parties. The working system of the Division of the Administration of the Department of Cooperation in Surabaya City Government is based on the event set by the Government. Based on the experience of the writer, the selection of the wrong dates of apprenticeship made the writer less experience of meeting foreigners during the apprenticeship process. January is the beginning of the month to open a new agenda book at the beginning of the year. Some events involving Surabaya and foreign parties are mostly done in the middle of the month, between May and June. Special events such as Surabaya's birthday will be an important event for Surabaya to meet some foreign parties. The duties of Subdivision of Foreign Affairs staffs will be needed in the event.