

## CHAPTER I

### INTRODUCTION

Indonesia is a beautiful country that has some diversity in its nature and culture. As an archipelago, Indonesia has different cultures and has different characteristics too. The diversity of cultures in Indonesia attracts people around the world to visit and make Indonesia as one of favourite tourist destination. Therefore, the government of Indonesia not only see this opportunity as good point that can increase the country's income, but also can make Indonesia more famous in international level. The tourism objects in Indonesia are divided into natural tourism, cultural tourism, metropolitan tourism, and heritage tourism. Natural tourism is a landscape that exists naturally; it can be mountains, beaches, rivers, lakes, hills, and etcetera. Cultural tourism is a part of Indonesia's ethnicity such as tribes, traditional ceremonies, traditional dances, traditional houses, and etcetera. Metropolitan tourism itself can be found in big cities of Indonesia, for example shopping centre in Jakarta. Then the last is heritage tourism, this tourism object comes from temples, monuments, and the old buildings that was built in the past. All of them still exist until now, for example Majapahit hotel in Surabaya, this heritage building is still functioning as a hotel.

One of the regions in Indonesia which has cultural and ethnical diversity is East Java. All types of tourism objects can be found in East Java. Natural tourisms

that exist in East Java are mountains, beaches, and waterfall. Meanwhile, cultural tourisms in East Java consist of traditional house, traditional clothes, traditional dances, traditional songs, and traditional languages. The heritage tourisms that can be found in East Java like temples, heritage buildings, and a Valhalla still exist until now.

In this part, the writer will focus on the tourism objects in Surabaya. Surabaya is known as “City of Hero”. One of the historical moments which made Surabaya known as city of hero was the death of A.W.S. Mallaby. During colonialism era until Indonesia’s independence, Surabaya had an important part in achieving the victory from the Dutch colonial. The heroes struggled and fought against the Dutch colonial. During the Dutch colonialism, Surabaya is a Dutch government centre. So that, many heritage buildings can be found in Surabaya and those buildings become tourism objects in Surabaya. Many of the buildings from Dutch colonial are still in good condition, such as Tugu pahlawan, house of Sampoerna, Balai Pemuda, Majapahit Hotel, Wisnilak building, and City Hall. Those buildings are the witnesses of history in Surabaya. Nowadays, those historical building is owned by the government of Surabaya.

The government of Surabaya not only takes care of those historical buildings but also gives more facilities that make those buildings become more attractive to visit. Besides being able to enjoy the beauty architecture of buildings, tourists can learn the history behind those buildings too. Surabaya government sees it as a chance to introduce Surabaya’s beauty to national and international level.

Tugu pahlawan is a place to find the information about the history of Surabaya, such as the information about relics of Surabaya and the story of Arek Suroboyo. Visitors can get the information about Surabaya easily because the location of Tugu pahlawan itself is strategic, in the old town of Surabaya city. It is located in Jl. Pahlawan. Tugu pahlawan is chosen by the writer for his internship. The writer chooses Tugu pahlawan as the place to do his internship because the writer wants to apply the job position that suitable with the skills that the writer has. The writer wants to know more about the beauty and the history of Surabaya. It is obvious that Tugu pahlawan can support the government by promoting tourism objects. The writer realizes that doing the internship in Tugu pahlawan is an important point to develop his skills to be a good speaker whether in English or in Bahasa Indonesia.

The writer's duties are to guide and give the information about everything in Tugu pahlawan, especially tourism objects. As an informer, the writer has the responsibility to handle and give the best service to the visitors. Every day, foreign and local visitors come to Tugu pahlawan asking for some information about Surabaya. That is why the writer needs to have a good knowledge about Surabaya in order to give the best service and information to the visitors.

When the writer explains about tourism objects, the writer must mention at least the top five interesting tourism objects in Tugu pahlawan. The writer explains the information using English to the foreign visitors, in which it is appropriate with the writer's skill because he learns how to be a good speaker in English Diploma of Universitas Airlangga.

In this final report, the writer would like to explain about his activities during the internship in Tugu pahlawan. The writer chooses Tugu pahlawan because the writer wants to do the internship based on the knowledge that the writer has learned in Universitas Airlangga. Another reason the writer chooses Tugu pahlawan because the wants to develop his communication skill that is related to English.

The writer will discuss about the company profile which is divided into brief history, vision and mission, facilities, and the location in Chapter II. The writer also explains in detail about his activities during the internship. Meanwhile, the job analysis will be discussed in Chapter III. The last in Chapter IV, the writer will make the conclusion about the writer's final report and internship.