

CHAPTER IV

CONCLUSION

Indonesia is an archipelago country which consists of 17000 islands that spread from Sabang through Merauke. This makes Indonesia has some cultures and tourism sites. Therefore, the government of Indonesia via the Ministry of Indonesian Tourism established Government Tourism Service in every province since the Ministry of Indonesian Tourism could not handle all of cultures and tourism places. One of them is East Java. The goal of the formation of the East Java Government Culture and Tourism Service is the necessity for an institution which has responsibilities to handle, maintain, and uphold the cultures and tourism sites in East Java Province.

The author had done his apprenticeship program as a marketing staff in Marketing Department of East Java Government Culture and Tourism Service in Promotion and Cooperation section he started the program from 23rd January to 23rd February 2017. Before beginning his apprenticeship, he prepared the basic form of English skills such as translating and communicating. During the apprenticeship program, he was urged to have some excellent English skills. English skills were needed in his apprenticeship program since the job as a marketing staff has heaps of connection with English language, especially in encouraging the cultures and tourism sites in East Java. Through the apprenticeship, he got several valuable lessons and experiences like interacting with all the staff and international tourists, and erecting the relationship among the staffs in East Java Government Culture and

Tourism Service. He also would like to improve his skills in operating computer and other English skills.

Long before he did an apprenticeship program in East Java Government Culture and Tourism Service, he had no idea about cultures and tourism attractions in East Java Province. In the course of his apprenticeship program in Marketing Department of East Java Government Culture and Tourism Service, he studied a lot about cultures and tourism attractions. In this case, when he got a duty to translate some brochures about tourism destinations, personally he was encouraged to learn the brochures thoroughly before he translated the brochures into English. He also learnt about how the government institution goes, how to work together as a group, how to handle time wisely and how to build a good relation with other people.

In his other duties during apprentice programs were like interacting with Customer Service Official and international visitors in Tourism Information Center, telephoning with official from Sabah, Malaysia, writing letter of annual agenda and arranging calendar events. He also got some valuable experiences such as stressing during the job and managing time, and he also learnt about how to overcome all of problems that occurred during his apprentice program.

The writer expects that his experiences and lessons he got during apprentice program in East Java Government Culture and Tourism Service will be worthwhile for incoming internship students who would like to perform their apprentice program in this institution. He also expects the next students to work their best for performing apprenticeship program since this occasion is really priceless for them and it truly relieves them to begin their working impressions in future.

For further developments, the writer gives some suggestions that may be valuable for English Diploma of Universitas Airlangga. Initially, he suggests that the need for students' preparation must be implemented before beginning the apprenticeship program and subsequently he hopes that the clarification all the things to do through their apprenticeship program will be included in the college subjects.

The writer was very grateful to East Java Government Culture and Tourism Service for accepting his apprenticeship proposal and he would like to give some ideas that will be beneficial for the institution's progress, he expects that there will be some additional activities for the upcoming apprenticeship students in order to improve their skill and furthermore he suggests that the need for the apprenticeship student quota will be added for giving extra opportunities to other college students.