

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

From the discussion about the statement of problems before, the writer got conclusion for this final report. The first is the way of *Dinas Pariwisata Kota Denpasar* to promote program Route of Horse-Cart Denpasar Heritage City tour for foreign tourist. Foreign tourists who come to Bali especially Denpasar have different purpose to spend their holiday. Most of foreign tourists want to know more about the country which they want to go such as the tourism attraction. In this case *Dinas Pariwisata Kota Denpasar* has many ways to promote this program. One of them is by website. Promoting through website is the best way to introducing a city using the image of destination. This way can make foreign tourist believe with the situation and condition also feel interesting to visit a country which they have already chose.

Second is complaint management from the response public. Improving a program by public has significant result. The impact of improving by public response is very good. The experience from the people about Route of Horse-Cart Denpasar Heritage City Tour can be explained to their friends. People can feel satisfying after use this program or they feel the program is handling by a bad system. From the writer observation during handled this program. Most of visitor felt not satisfying about the queue system the writer gave solution to the visitor to wrote about this problem in the sheet of questionnaire. The government should

pay attention about this complaint. If this problem cannot manage well, the impact is this program will be lack of interest. The Heritage Area in Denpasar could not know to the public and also world.

The last is the obstacles. The writer got obstacles during the internship. The first was, the writer felt difficult to get foreign tourist to use program Route of Horse-Cart Denpasar Heritage City Tour. During the internship the writer only got two foreign tourists, one of them was a couple. The second was the writer felt confused to handle about complaint by the visitors. The writer got scolded by the visitors during spread the questionnaire, they thought that the writer was one of the staffs who work in *Dinas Pariwisata Kota Denpasar*. From those obstacles the writer got new experience such as how to offer a program which is improve the speaking skill to the foreign tourist and the writer can handle the emotion how to understand about the complaint.

4.2 Suggestion.

4.2.1 Suggestion for The Institution / Company.

The writer suggests to *Dinas Pariwisata Kota Denpasar* to improve the promoting of Route of Horse-Cart Denpasar Heritage City Tour to the foreign tourist because it is a brilliant program to introduce Bali especially Denpasar, the world must know about this program. Understanding about the complaint from public must be considered to improve this program become well. The writer hopes barcode technologies that explain about the story or description places in Denpasar Bali are used as soon as possible.

4.2.2 Suggestion for English Diploma Program.

The writer suggests that English Diploma Program should add the collaboration with several companies to improve the skill of vocation student. English Diploma students should get knowledge and experience about professional in the work's world.