

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

The Foreigners are often overwhelming with information and options when they arrive at a new destination. The tourism information centre can promote a positive traveling experience by maintaining for the visitor information program that provides reliable resources about the destination. Tourism information centre can enhance visitor enjoyment, attracts them to stay longer and spend more money by providing more information about the destination's offerings. The foreigner need to be informed when they choose to go to a new tourist destination. The types of information required what they can visit in that location, places where they may find accommodation or where to dine, how they can spend their time out there, where they can buy souvenirs etc.

Realizing that Denpasar is the most visited place in Indonesia, Denpasar government need to focus their attention in building an excellent tourism services to both domestic and foreign tourists in order to fill their satisfaction. One of the service given to the tourists is information service provision. Therefore, Denpasar goverment build a special institution that focusing in information service provision, that is Denpasar Tourist Information Centre. The information center can act as a central point in capturing, analyzing, and supplying this important tourism data to the government and the local service destination. So that they

understand the current situation and start a dialogue on how to develop, market and sell the destination appropriately.

The first obstacles for the writer is difficult to find a restaurant which served halal menus. There was a separation between the process of making halal and non-halal ingredients or not. The second is the foreign tourists who use their own accents in speaking English like Chinese, Japanese, Thai, Phillipines, the writer had a difficulties of understading the exact intent of them. The last is , tourism information center should need a longer time to know well about places and location in Denpasar.

The employees that are recruited in Denpasar TIC must have good performance in providing information in order to create good service quality. There are some problems arise in Denpasar TIC during the writer's internship activity. Therefore, the writer stated his suggestion about the strategies to build a good service by the employees, such as building an intention about the importance of their job performance to the tourists visits in their institution, conducting a training programs to employees, conducting a better employees recruitment, evaluating tourists satisfaction. Those kind of strategies are needed to be built in order to create an adequate information service that expected to the Denpasar tourists' satisfaction.

4.2 Suggestion

4.2.1 Suggestion for The Company/ Institution

The writer focused on the information service delivered by the employees in Denpasar TIC. The writer found the less competent of workforces hired by Denpasar Department of Tourism employer. The writer suggestion is that the employer must conducts a thighter employees recruitment for new employees in the future and trains the employees who already work in the Denpasar Tourist Information Centre.

4.2.2 Suggestions for D-III English 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.