CHAPTER I
INDRODUCTION

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INTRODUCTION

Indonesia is a big country which has many ethnics and cultures. The differences of ethnics and cultures are represented in Indonesian motto "Bhineka tunggal ika" which means that all the differences that exist in this country are recognized as one unity. Historically, the unity was the weapon to defeat and expel the invaders from Indonesia. A long time ago, Indonesia had been in contact to traders from other countries such as China, countries of the Arab countries and some of the European countries. They came to Indonesia because they were attracted by the vast natural richness owned by Indonesia. Started from trading activities, several European countries colonized and tried to take natural resources from Indonesia. The arrival of the European colonists which then followed by the traders from China and Arab, made Indonesian become more diverse. Those foreign countries inherited many historical heritages such as old buildings, traditions and foods, or some of their cultural practices.

Surabaya as one of the places where many foreign cultures were in contact is full of history. Historically Surabaya comes from two words, *Sura* (in Javanese Sura means shark) and *Baya* (in Javanese *Baya* means alligator). Both of these animals were believed to fight with each other at one of the river named Kalimas River. Since in the past time, Surabaya, especially at the northern part of Surabaya has become the centre of trading and business activities. Surabaya has also become the city with many historical sites such as *Jembatan Merah* (the Red

1

Bridge). The bridge that connects Kembang Jepun Street and Rajawali Street was very important in the trading period in the past. This bridge was also a location of a battle between Surabaya people and the Dutch troops. The other old buildings such as *Internatio Building* (the former headquarters of the Dutch colony), the *Cigars Building* (formerly known as the armory), *Kalisosok Prison*, and an orphanage which now becomes a museum are all well maintained and they become the places of interest of Surabaya.

In the 1990s, the developments of Surabaya were modernized with the dutch modern architecture. For example, the City hall was built in 1925 and this building was used as the centre of government buildings which is still in use today. Other sites built with dutch architecture was Kembang Kuning cemetery and this cemetery was built for soldiers and the other one in Peneleh was built for nobility.

Another heritage with Chinese architecture is also found in north Surabaya. Hong Tiek Hian Temple (Dukuh temple), Hok an Kiong temple, Bon Bio temple and Sam Poo Tay Djien temple (Mbah Ratu Temple) are examples of old buildings with Chinese architecture. Several mosques such as Sunan Ampel Mosque, Kemayoran mosque in Indrapura street, and Rahmat mosque are also examples of old buildings with Arabian architecture.

Surabaya government realizes the existence of those cultural heritages and sees the importance of maintaining those heritages for tourist attraction. For this reason, the city government through the Department of Tourism develops a

Tourism Information Centre (TIC), located in Balai Pemuda Building on Jalan Gubernur Suryo no15.

In the colonial era, this building was a club for the Dutch and only for the nobilities. Now, in TIC, local and foreign tourists will get all information about Surabaya. TIC also sells souvenirs of Surabaya. In here, the visitors can also search for information about events that have been scheduled by Department of Tourism, information on train schedules, information about hotels and others. The writer is interested and selected the TIC as the place for internship because the writer wanted to improve his communication skills by interacting directly with local and foreign tourists.

The explanation about the history and company profile of Tourism In formation Centre (TIC) is on the second chapter. The third chapter will be about the job analysis and the job performance which done by the writer. Last, the writer concludes the entire chapters on chapter four.