

TABLE OF CONTENTS

ADVISOR’S APPROVAL PAGE	ii
EXAMINER APPROVAL PAGE	iii
STATEMENT OF ORIGINALITY	iv
DEDICATION PAGE.....	v
Table of Contents	vi
Table of Pictures	viii
List of Table	ix
ACKNOWLEDGEMENTS	x
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the Report	1
1.2 Statement of Problem.....	3
1.3 Purpose of the Report.....	3
1.4 Significance of the Report.....	3
1.5 Review of Related Literature	4
1.5.1 Cross-cultural in general	4
1.5.2 Types of cross-cultural differences that were found by tour guide.....	5
1.5.3 Strategies in coping the cultural differences in tourism.....	7
1.6 Methods of the Report.....	8
1.7 Framework of the Report	11
CHAPTER II.....	12

INSTITUTION DESCRIPTION.....	12
2.1 Institution History and Description.....	12
2.2 Organization Charts	13
2.2.1 Job and Responsibilities.....	14
2.3 Location.....	15
2.4 Facilities and Services.....	15
2.5 Products.....	17
CHAPTER III	18
DISCUSSION	18
3.1 Description.....	18
3.1.1 Types of cross-cultural differences that were found by tour guide while doing an internship in MTIC.....	18
3.1.2 What strategies that tour guide found in coping the cultural differences in tourism	40
3.2 Obstacles	45
3.2.1 Obstacles in identifying types of cross cultural differences that were found by tour guide	45
3.2.2 Obstacle in identifying strategies that tour guide found in coping the cultural differences	46
3.3 Added Value.....	47
3.3.1 Added value in identifying types of cross cultural differences that were found by tour guide	47

3.3.2 Added value in identifying strategies that tour guide found in coping the cultural differences.....	47
3.4 Related Courses	48
CHAPTER IV	49
CONCLUSION AND SUGGESTION	49
4.1 Conclusion.....	49
4.2 Suggestion	50
4.2.1 Suggestion for Malang Tourist Information Center (MTIC).....	50
4.2.2 Suggestion for English Diploma Study Program.....	50
REFERENCES	51
APPENDIXES	56

Table of Pictures

Picture 1. Conversation with her supervisor.....	31
Picture 2. Having breakfast.....	75
Picture 3. Trip to sunrise point in Bromo.....	76
Picture 4. Sunrise point with the tourists from Spain	76
Picture 5. The writer's tourists from several countries.....	77
Picture 6. The tourist from Spain	77
Picture 7. Enjoying Dawet in Kampoeng Heritage Kajoetangan.....	78
Picture 8. Take a break in a coffee shop in Kampoeng Heritage Kajoetangan with the tourists from Netherlands and local guides	78
Picture 9. The tourists from Netherlands	79

Picture 10. The tourists from Netherlands in Kampung Warna Warni Jodipan ...	79
Picture 11. Guiding the tourists in Jago temple in Malang	80
Picture 12. Tea plantation with the tourists from German	80
Picture 13. When Mrs. Angkita as our internship and final report advisor visited us in Malang Tourist Information Center (MTIC).....	81
Picture 14. The intern students with Mr. Khairil and Mr. John	81
Picture 15. The first office	82
Picture 16. Internship certificate	82
Picture 17. Internship certificate	83
Picture 18. Internship Scoring Form	83

List of Table

Table 1. Triangulation of data collection techniques to answer statements of problem.	10
Table 2. Religion percentage in Spain	24
Table 3. Religion percentage in Spain	24

ACKNOWLEDGEMENTS

The writer would like to thank Allah SWT for giving the writer ability, convenience also guidance through the experiences on her journey, the writer could finish this Final Report. In this special occasion, the writer would like to say thanks towards the following people

1. Mrs. Li'anah as strong woman for endless love and always support the writer in all situation.
2. Mr. Syafril Ernandi (Alm) and Mr. Sukarnoto are the writer's reason for not giving up.
3. Koci-Koci, Fa'iq and Ira as friends in joy and sorrow in the writer's life.
4. Sulaili's family for always support the writer in her study.
5. Mrs. Rina Saraswati, S.S., M. Hum., as the head of the English Diploma for leading and upgrading in the better way.
6. Mrs. Angkita Wasito Kirana, S. Hum., M. Hum., as the lecturer of Diploma III of English Language at Universitas Airlangga as well as the writer's internship and final report advisor.
7. All of the writer's lecturers who given the writer meaningful knowledge, advice for improving skill, and always doing the best for all your students.
8. All of the writer's team in Malang Tourist Information Center (MTIC) who give the opportunities and trust to do for two months to get a lot of experiences.

9. Amalia and Putri as the buddies for always cheering the writer up with laugh and support.
10. Imel, Eca, Dita, Hannan, Dhea and Galuh who always accompany the writer for these three years in weirdness, laugh, and support.
11. Vita as traveling mate.
12. Mili and Lidia as the writer's best friends.
13. Zhafirah and all of the writer's besties who always giving the spirit.
14. BI-1 and all friends in EDSO 2017.
15. Sixcrewsmandry as the writer's best friends
16. All of the people who have given their support and prayer for the writer.

