THE QUALITY OF INFORMATION PROVIDED BY
SURAKARTA TOURIST INFORMATION CENTRE

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining a Diploma Degree in the English Program, Faculty of Letters and Fine Arts, Sebelas Maret University

by

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English Diploma Program, Faculty of Letters and Fine Arts
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Examination Date : Wednesday, July 27th 2011

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MOTTOES

If you want something you’ve never had, you must be willing to do something you’ve never done. Thomas Jefferson

Success is a journey, not a destination. Ben Sweetland

I don’t know the key to success, but the key to failure is trying to please everybody. Bill Cosby

The first and the most important step towards success is the feeling that we can succeed. Nelson Boswell
DEDICATION

I would like to dedicate this final project to:

Allah SWT, My Lord and My Savior.

My beloved parents,

Thanks for your love and guidance. I love you so much, love you forever.
PREFACE

I would like to say Alhamdullilahahi-robil’alamin to Allah SWT for all blessing and guidance. This project report is written to fulfill the requirement in obtaining English Diploma Program degree.

I would also say thank to all people who support and encourage me in writing and finishing this project report entitled “The Quality of Information Provided by Surakarta Tourist Information Centre”. I am interested in identify the quality of information provided by TIC, by considering the instruments or stuffs of Surakarta Tourist Information Centre in providing information.

There is no perfect thing in this world. I believe that this project report is far from being perfect, therefore I hope any suggestions and advices in improving this final project. Hopefully, it is able to give some benefits to the readers.

Wassalamualaikum Wr. Wb

The Writer

Denny Setyawan

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ACKNOWLEDGEMENT

Alhamdulillahi robbi' alamin. All praise for Allah SWT the Almighty. I also would like to say my deepest thanks to:

1. Dean of Faculty of Letters and Fine Arts, Sebelas Maret University, Prof. Drs. Riyadi Santosa, M.Ed, Ph.D.
2. Head of the English Diploma Program, Yusuf Kurniawan, S.S, M.A. for the highest dedication to English Diploma Students.
3. Secretary of the Diploma Program, Yuyun Kusdianto, S.S, M.A. and all the Administration Staff of the English Diploma Program. Thank you for your help during my study.
4. My Academic Supervisor, Drs. Sri Marmanto, M.Hum, thank you for your support during my study.
5. My Supervisor, Drs. Hendarto Rahardjo, M.A., thank you for your advice and guidance in finishing this final project report.
6. All Lecturers of the English Diploma Program for giving me valuable knowledge.
7. Head of Surakarta Tourist Information Centre, Drs. H. Purnomo Subagyo. Thank you for accepting me to have the job training.
8. Mrs. Eka Eni, Mrs. Krisdinah, Mr. Patrick Orlando and Mrs. Mareta thank you for your help, guidance, and support. I do apologize if I made mistakes during the job training.

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9. My beloved parents, Sutanto and Anik Ismiyatun. Thank you for fulfilling me with your love, sacrifices and your prayer for my breath in my life. I am proud of being your son.

10. My lovely girlfriend, Hamelia Elfadhilla, thanks for your love, support, and help in doing this final project report. I could not finish this report without you. My brother, Dedy, thanks for your support and advice. My Sister, Dian, thanks for your encouragement.

11. The Big Family of the 2008 generation especially in Class A, Bondhan, Hary, Yoga, Irene, Riris, Asri, Artika, etc, and all of my friends in Tourism Mainstream: Fery, Zulfikar, Malla, etc. Thanks for all, without you I would not be here.

Finally, I realize that this report still have mistakes and errors, I do apologize and will correct it.
ABSTRACT

Denny Setyawan. 2011. THE QUALITY OF INFORMATION PROVIDED BY SURAKARTA TOURIST INFORMATION CENTRE. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project based on the job training which was done at Surakarta Tourist Information Centre (TIC). The objective of this report is identifying the quality of information provided by Surakarta Tourist Information Centre in providing information to the tourists who visit Surakarta. The data of this project were taken from observation and library study, by collecting information from books, websites, documents, and observation itself.

Based on the observation, it can be concluded that Surakarta Tourist Information Centre provide good quality information that supported by instruments such as brochures, leaflets, maps, calendar events etc. which are implementing the characteristic of good quality information well. Despite there are some lacks and obstacles which come from technical or internal, those are not significantly affected the quality of information provided by Surakarta TIC. Impressions issued by the tourists which are reflected in impressions form can be determine the quality of information provided by Surakarta Tourist Information Centre. It is shown that they can accept the information and suggestions provided by TIC’s staff well.
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THE QUALITY OF INFORMATION
PROVIDED BY SURAKARTA TOURIST
INFORMATION CENTRE

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ABSTRAK

Tugas akhir ini berdasarkan pelatihan kerja yang diselesaikan di Surakarta Tourist Information Centre. Tujuan tugas akhir ini adalah untuk mengidentifikasi kualitas informasi yang disediakan oleh Surakarta Tourist Information Centre dalam menyediakan pelayanan informasi kepada para turis yang berkunjung di kota Surakarta. Data-data dalam tugas akhir ini didapatkan dari observasi dan pembelajaran materi dengan mengumpulkan informasi dari buku, website, dokumen, dan observasi itu sendiri. Berdasarkan observasi, dapat disimpulkan bahwa Surakarta Tourist Information Centre menyediakan informasi berkualitas yang didukung beberapa instrumen atau alat seperti brosur, liflet, peta, kalender festival dan lain-lain, yang diterapkan pada “The Characteristic of Good Quality Information” meskipun terdapat beberapa kendala dan kekurangan teknik maupun internal, akan tetapi hal tersebut tidak berpengaruh signifikan terhadap kualitas yang ditunjukkan oleh Surakarta Tourist Information Centre. Kesan-kesan yang diciptakan oleh para turis yang tercermin pada lembar kesan dan pesan dapat menentukan kualitas informasi yang diberikan oleh Surakarta Tourist Information Centre. Hal ini menunjukkan bahwa mereka dapat menerima saran-saran dan informasi yang diberikan oleh petugas TIC.

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CHAPTER I

INTRODUCTION

A. Background

Information is not just a byproduct, but as a material that becomes the main factor that determines the successful or failure. Therefore, the information should be managed properly. Information is data that is processed into a form that more useful, meaningful and beneficial to users. The data illustrate the reality of an event and a real unity. The data can also be interpreted as a representation of the real world that represent a particular object such as humans, events, concepts, conditions and others, then recorded in the form of numbers, letters, symbols, text, images, sounds or combinations. Prior to information, the quality data processed through a method to produce the information. The method used for processing the data is called data processing cycle (cycle information).

Along with the development of information technology, thousands and even millions of reports, papers, magazine articles, books produced by scientists. Those are available in the Library, Information and Documentation Centre (Pusdokinfo) even on the Internet can be used to provide information services to users. Information explosion, causing the users find difficulty to choose and get the information according to their needs. Therefore, the users are demanding good quality information services.  

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Dinas Kebudayaan dan Pariwisata is the local government institution which manages the tourism in Surakarta in order to promote and advertise them. Furthermore, the main roles of Dinas Kebudayaan dan Pariwisata (DISBUDPAR) are handling the tourism matters and responsible for increasing the number of tourists coming to Surakarta. One of the duties is to give information about interesting objects, accommodations, guides, and other informative things in Solo, like hotel, restaurants, travel agents, pubs, etc to the tourists.

In order to support the services, Dinas Kebudayaan dan Pariwisata Surakarta established Tourist Information Centre (TIC) as a division in handling the tourists who visit Surakarta to get information about tourism in the city and surroundings. Information becomes the most important part in providing information services to tourists. Therefore, Surakarta Tourist Information Centre always strive to provide good quality information in order to provide the best information service and help the tourist to enjoy the various tourist attractions presented by Surakarta city.

The writer chooses Surakarta Tourist Information Centre as the place for job training, due to the fact that Tourist Information Centre has an important role in giving good quality information and services to the tourists in order to create good image of Surakarta. Therefore, the writer was highly interested to know and learn more by identify the quality of information provided by Tourist Information Centre.
B. Objective

To identify the quality of information provided by Surakarta Tourist Information Centre.

C. Benefits

1. Surakarta Tourist Information Centre
   The result of this project can be used as additional information to evaluate the quality of information.

2. Public
   The research is expected to give an overview about information provided by Surakarta TIC.

3. Other researchers
   The research can be used additional reference to identify more deeply in analyzing the information provided by Surakarta TIC.
CHAPTER II

REFERENCE REVIEW

A. Definitions

1. Definitions of “Tourism”

In this chapter, there are many definitions of tourism in several sources. Tourism is an activity that most easily done by human and beneficial to them in providing the entertainment. According to Trotman, tourism is very simplest refers to the industry that provides travel and entertainment facilities for people away from their own homes (Trotman, 2000:1).

As a contributor of revenue to the country, tourism is one of the biggest contributor among the others government’s sectors and it can be improve the economic growth. According to Dr. Salah Wahab said that: “Tourism is one of new industrial types that have capability to produce the economic growth rapidly in provision of employments, earnings improvements, standard of living, and stimulate other productivity sectors. Furthermore, as a complicated sector, it is consists of actually classical industries like handicraft and souvenir industries. Economically, hotel and transportation is considered as industrial product” (Wahab, 1975:9).

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In developing the tourism industry, tourism must have good relations and reciprocity with other sectors or other business sectors. Robert McIntosh & Shashikant Gupta state that tourism is a combination of symptoms and relationship that appeared from tourist interaction, business, host government, as well as host communities in processes to attract and serve tourists and other visitors. (Robert McIntosh & Shashikant Gupta, 1980:8).

Based on the sources above, the writer decides that the meaning of tourism is short-term movement of people to destination places outside their normally life and activities in a certain period of time for fun and pleasure and this activity will give great income for the economic growth.

2. Definition of “Tourist”

According to Cohen, which is quoted by Toety Heraty Noerhadi in his book *Psikologi Pariwisata*, said that: “Tourist is a person who conduct a trip in temporarily time with their own desire. Hopefully, they will get an enjoyment from the new things and changes experienced during relatively long trip and not repetitive” (Toety Heraty Noerhadi, 1998:5). It can be concluded that tourist travelling in a certain period of time for many purposes and expect new experiences during their trip. Tourist can be divided into two kinds, domestic tourist is the person who lives inside their country and visit some tourist destination inside their country too. While,
foreign tourist is the person who comes from other country and visit some tourist site in their destination country.

3. Definitions of key terms

In this chapter, it is important to clarify the key terms dealing with the title of the report. The researcher is going to define the terms as follows:

a). Quality

According to, *Cambridge Advanced Learner’s Dictionary Online* the word “quality” means how good or bad something is.

b). Centre

According to *Merriam Webster’s Collegiate Dictionary*, the word “centre” means to place or fix at or around a centre or central area or position. (p:200)

B. Tourism Information

1. Definition of “Information”
Gordon B. Davis defines “information” as: the data that has been processed into a form that is important for the recipient and has a real value that can be felt in the present and future decisions (Gordon B. Davis, 1974, p: 32).

Burch and Strater define information as the collecting and processing of data to provide the knowledge or evidence (Burch and Strater, 1974, p: 23).

2. The Characteristics of Good Quality Information

According to Darrol Victor in his articles available at http://www.helium.com/items/2082795-qualities-of-good-information, accessed on May 14th, 2011 at 8.20pm. mentioned the characteristics of information:

- Accuracy

Accuracy refers to precision or exactness. In an information model, it can also refer to how well the information captures what it is trying to represent. The degree of accuracy varies according to information needs.

- Reliability

Information users must be able to trust that information received from a system is trustworthy.
The characteristic of relevance suggests that information should be specific to the purpose for which it is needed.

- Conciseness

Our brains process information selectively. Information that is brief and succinct is better processed and remembered than meandering information.

- Completeness

Complete information is valuable because it gives a better representation of reality and has fewer unknowns.

- Understandably

Information is only such if it can be properly understood by users. Understandable information is properly formatted, meaningful to an array of users, and unambiguous.

- Timely and up-to-date

Records that are up-to-date and can be furnished on demand are more valuable than stale information that cannot be provided when needed.

3. The Parts of Tourism Information

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Maureen McDonough and Gary Ackert mentioned the parts related to the providing tourism information (Maureen McDonough and Gary Ackert, 1986) accessed on May 14\textsuperscript{th} 2011 at 8.32 pm and available at http://web1.msue.msu.edu/imp/modid/33710084.html

- State promotional messages
- Regional tourist associations
- Travel information centers
- Individual business promotion
- Employee knowledge
- Brochures and signs
- The community's visual image (appearance)
- Storefronts, billboards, etc.
- Hospitality
- Community awareness and pride
- Other travelers
- Repeat visitors
CHAPTER III

DISCUSSION

A. History of Surakarta Tourist Information Centre

Surakarta as a cultural city has main duty to develop tourism in Surakarta regency. It needs an institution to manage the tourism. Dinas Pariwisata Surakarta is institution which manages all activities regarding tourism in Surakarta and it is under the full responsibility of the institution. Dinas Pariwisata Surakarta was established in 1985, after the Mayor of Surakarta had issued the decree No. 29/HK/05/PHG-79 to develop tourism in Surakarta. Based on the decree No. 84/2000 about the regional administration of rules, the Mayor of Surakarta changed the name Dinas Pariwisata Surakarta (DISPARTA) Surakarta into Dinas Pariwisata Seni dan Budaya (DISPARSENIBUD) Surakarta.

Then, based on the decree No. 16/2008, The Mayor of Surakarta changed the name Dinas Pariwisata Seni dan Budaya (DISPARSENIBUD) Surakarta into Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta. DISBUDPAR is a state institution which serves and helps the local, national, or international tourists. It also is an organizer element of city government affairs in arts.

Vision and Mission

The vision and mission of DISBUDPAR Surakarta are as follows:

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 Vision

- Surakarta will be directed to become a well-known tourism destination in Indonesia based on culture and art.
- DISBUDPAR has the relationship principle with strong pillars, such as city government, cultural and tourism performer society that will create the optimization of tourism potential.
- Creating Surakarta as a tourist destination city based on culture

 Mission

- Encouraging preservation and attention of objects and the best tourist attraction, to increase the quality of local tourism development.
- Providing accurate information in tourism and cultural sector with the supply of qualified human resources.
- Increasing the quality of human resources in tourism and cultural sector and supplying the public service oriented to the customers.
- Implementing the relationship with the tourism practitioners and other stakeholders in the framework of the tourism.

B. The structure of the organization consist of:

1. The head of the institution

The duty is to control and organize all of the working system which have been decided by the mayor.
2. Administration

Administration department consist of:

- Sub Department of General Affairs
- Sub Department of Human Resources
- Sub Department of Finance

The main duty is to manage the administration works, such as the administration finance, handling archives, and monitoring the information of the employee.

3. Department of Program Assistant, consist of:

- Planning Division
- Control, Evaluation, and Report Division

The duties are to make the strategic plan and annual working program, to monitor and control the program and to evaluate it.

4. Department of Tourist Service

This department consists of:

- Tourism Accommodation Division
- Tourism Promoting Division
- Tourism Service and Information Division

They have duties in promoting tourism and giving information service to the tourist.

The staff of DISBUDPAR Surakarta are divided into:

a. The Administration Division: 15 employees
b. The Tourist Equipment Division : 10 employees

c. The Marketing Division : 7 employees

d. The Tourism Counseling Division : 8 employees

e. The Tourism Service (TIC) : 2 employees

f. The TIC (Airport) : 2 employees

C. The Board of the Organization in DISBUDPAR Surakarta
D. Description of TIC

Surakarta Tourist Information Centre is an institution which deals with tourism information services about Surakarta and surroundings. TIC is a division under the authority of Surakarta Tourism Department. There are two TIC offices in Surakarta. The main office is located on 275 Brigjen Slamet Riyadi Street, Surakarta. It is considered strategic because Slamet Riyadi is a famous street in Surakarta and becomes the symbol of Surakarta City. Moreover, it can be reached easily by the tourists. The TIC office can be accessed by phone (0271) 711435 or
official website, www.visit-solo.com. Another one TIC offices is the branch office located in Adi Sumarmo Surakarta Airport.

The main objective of TIC is to provide clear and accurate information about tourists attractions, tourism object, events, lodging, restaurants, travel agents, and every tourism information in Surakarta and surroundings. In addition, TIC is one of the media to promote Surakarta Tourism to attract more tourists visiting the city. By giving information and promoting the tourism objects through brochures, leaflets, and calendar events. Hopefully, those ways will be beneficial in developing the tourism industry in Surakarta.

The TIC opens every day at 08.00 am-04.00pm in every Monday-Thursday and Saturday. But on Friday, TIC open at 08.00am-11.00am. Surakarta Tourist Information Centre handled by two main staffs who work full time and always ready to give information and services to the tourists.

The staffs of TIC are required to master foreign language, especially English. But, it will be better to them to master other languages, such as Dutch, French, Chinese and Japanese since based on the tourist statistic, most of the tourists come from European and East Asian countries, such as France, Netherlands, Germany, Japan, China and etc.

E. Job Training Activities

The apprentice started to have job training from February 1st, 2011 and ended on 7th March, 2011. He worked in Surakarta Tourist Information Centre during his job training. The working hours started at 08.00am-03.00pm on
Monday-Thursday and Saturday. But in Friday, it is started at 08.00am-11.00am.

The main duties done are as follows:

1. **Welcoming Guest**

   The apprentice welcomed guests including local and foreign tourists by giving information about Tourism in Surakarta. It was started by greeting and general conversation such as “Good morning? How are you?” or “What can I do for you?”.

2. **Providing Information to the tourists**

   Besides welcoming guests, the apprentice is required to provide information which is needed by tourists. He must provide clear, accurate, precise, and up-to-date information. There are many kinds of information which are usually needed by tourists, such as, hotels, travel agents, tourist destinations, traditional markets, antique markets, events, transportation stations, and others information.

   The commonly questions asked by the tourist such as: “May I get tourism map?” or “Where is the location of Mangkunegaran and Kasunanan Palace?” and many similar questions. If the apprentice did not answer the question given by the tourists, he was helped by the supervisor staffs. Sometimes, the tourists asked something more complicated questions such as “Which one is better to go to Tawangmangu? By car or bus? “and “Can you take us there?”. Fortunately, it can be handled and done by supervisor staffs.
3. Listing foreign tourists

After the apprentice gave some information to the tourists, he asked the tourists to fill in impression form. This form consists of name, nations, length of stay, and impression about TIC. This form would be useful for statistic report of tourism department to know the percentage of the tourists who visit Surakarta. The tourists are categorized according to their countries which are come from all around the world.

F. Job Training Result

The result of job training is that the apprentice has a great experience in tourism industry. The apprentice can apply the knowledge that he has got during his college in English Diploma Program, such as, basic knowledge about tourism, tourism promotion, tourism management, and other subjects related to the tourism. In addition, the tourism subjects are applied well in this job training so, he can learnt how to apply them in the real job.

The apprentice also got great experience on working in government institution in tourism sector. This job training can gave him a preparation to face the real job in the future. It means he should administer his skill, experience and knowledge to the institution that he chooses. This becomes one of the purposes of the job training.

To have job training in Tourist Information Centre (TIC) was a good chance. From the job training, the apprentice learnt and knew the services of TIC
in giving information to the tourists. In addition, the apprentice could learnt how to give information in a good way to the tourists about tourism in Surakarta, such as, the route of Surakarta transportation public bus which is known as Batik Solo Trans, hotel accommodations, restaurants and Surakarta Special Food, shopping centre, antique market, traditional market, batik villages, merchandise shops and events in Surakarta. The apprentice also learnt and practiced his English by communicating with foreigners directly.

The apprentice got a lot of experiences and benefits during his job training in Tourist Information Centre (TIC). TIC gave him a chance to practice his knowledge about tourism and his English Language. The apprentice can measured how fluent he is in English from the comments and impressions given by the tourists on impression table.

G. The quality of information provided by Surakarta Tourist Information Centre

Information becomes very important in supporting the implementation of tourism in Surakarta. Surakarta TIC as a division under DISBUDPAR institution has responsibilities to manage and to provide good quality information about tourism in Surakarta. In addition, TIC must help tourists finding information which they need about Tourism in Surakarta and surroundings.

As tourism information service providers in Surakarta, TIC always pays attention to several aspects that can affect the quality of information that they will provide to the tourists. In this chapter, we will discuss the quality of information
provided by Surakarta Tourist Information Centre by considering the instruments and observation result.

1) **Accuracy**

TIC always strives to provide accurate information to the tourists by giving explanations, referrals, and references needed by the tourists. The knowledge of the TIC staffs and equipment (brochures, leaflets, etc) become the most important part in providing accurate information to the tourists.

TIC staffs are required to have adequate knowledge about tourism in Surakarta and surroundings. Thus, the information given to tourists can be interpreted and understood. The knowledge obtained from various sources, such as books, internet, and other sources. The media (brochures, leaflets, etc) can facilitate the tourists in finding information provided by TIC staff. In addition, it can be as proponent information. Thus, inaccuracy can be avoided. Brochure and leaflet are available on the TIC desk so that the tourists can get it anytime.

2) **Reliability**

The information that are provided by TIC derived from the reliable and accountable sources. Generally, these sources involve all of the components of which are engaged in tourism such as government institutions (DISBUDPAR), tourism organizations (ASITA), and other tourism components such as travel information centre, individual business promotion (hotel, restaurant, travel agents etc), and regional
tourist associations (Asosiasi Biro Wisata Surakarta). TIC staff use these information resources in providing information to the tourists to avoid the error and untrusted information.

For example, there are some local tourists need information about the events in Surakarta, TIC staffs always provide Calendar Events which is arranged by DISBUDPAR as government institution in tourism sector.

3) Relevance

In providing information to tourists, TIC staff always provide information in accordance with the needs and objectives of the tourists. So, the information given to the tourists does not diverge from what they need. Therefore, the tourists understand what they should do. TIC staff always provide the information to the tourists clearly and accurately.

For example, there are some tourists want to get a trip to Sukuh and Cetho Temple. They don’t know what they have to do, so TIC staff should provide information and suggestion related to their trip such as, travel package, travel agents, lodging in the destination places, what will they see there, and other information which are relevant with the tourist needs and objectives.

4) Conciseness

TIC staff always provide the adequate information to the tourists in order to facilitate them in catching the information provided
by the TIC staff. However, the adequate information must include all of information required by the tourists. In addition, the information which are provided must be consecutive for the tourists to avoid confusion and misunderstanding. Therefore, the TIC staff are expected to be able to provide an adequate information but it is must be clear and easy to understand by tourists.

For example, some tourists asked the fare of several tour packages to Sukuh and Cetho Temples. TIC staff offer the fare to the tourists concisely by explaining in detail about the allocation of these fares.

Beside the information itself, in identifying the quality of information provided to the tourists, it can be seen from the image that are created by the tourists which reflected in impressions form. Based on impression form, most of the tourists express satisfaction and enjoyment after being given information and suggestions by TIC staff. It shows that most of them can accept and give appreciations for the information and suggestions.

5) Completeness

TIC provides complete information in order to fulfill the needs of the tourists about the information of tourism in Surakarta. All of those information related to tourism in Surakarta are available in TIC such as, Hotels, Restaurants, Travel Agents, Events, Travel Packages, and
so on. There are some local books and newspapers as the proponent information in providing information.

If there are some missing information, it is usually new information that has not been supplied to the TIC. For example, there are some local tourists asking for information about the operation of the new Double Decker “Werkudara”. TIC cannot provide yet the complete information about it because DISBUDPAR hasn’t taken over its rights as the holder of the operating control.

However, there is one instrument that actually can complete the information needed by the tourists, it is the internet access. Internet is required as additional information besides the information provided by the TIC’s staff which makes the quality of information appeared well. Unfortunately, internet access provided by TIC is inadequate because of low internet connections. In addition, Surakarta TIC lacks to explore the tourism potential in the area of residency of Surakarta such as Kartosuro, Sukoharjo, Boyolali, Wonogiri, Klaten and Sragen.

6) Understandably

Understandable becomes one of the most important parts in providing information to the tourists. TIC staff always provide an understandable information to the tourists so, they understand what they have to do. In addition, it is prevents confusion and
misunderstandings. Sometimes, language obstacle is one of the problems that can create misunderstanding.

Generally, the information that makes the tourists confused is the names of places or areas in the city of Surakarta. One of the TIC staff duties is to explain the names of the place or area to tourists until they are really understand. If the tourists do not really understand yet, TIC staff are always note address of those places or area for the tourist and ordered them to give to their drivers or people who take them.

The staff of TIC are required to master other languages, beside English. But in Surakarta TIC, the staff only have the ability to speak English. It is considered because not all of the tourists can speak English well and fluently. Therefore, it will be better to them to master other languages, such as Dutch, French, Chinese and Japanese to support the services and apply the understandably.

7) **Timely and up to date**

The information sources which are owned by TIC can be outdated. The information provided by TIC separated into two, official and general information. The sources of the official information are kept updated by government institution in Surakarta which is engaged in tourism. For general information, it is adjusted for era and technological developments. The sources of those information are
always updated so, the information which are provided to the tourists
do not disappoint them.

For example, there are several local tourist contacts via phone to
the TIC office and asked about the schedule and theme of *Wayang
Orang* staging in *Seni dan Budaya* buildings Sriwedari. TIC staff are
always update the information schedules and themes of *Wayang Orang*
staging which always change every week.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

From the discussion above, it can be concluded that Surakarta Tourist Information Centre always strives to provide quality information to tourists who need information. It is shown that they have implemented the characteristics of good quality information well. Accurate in providing information to prevent the error information, reliable cause the information provided by the TIC can be responsible for its originality, relevant to the needs of the information required by tourists, concise make it easier for tourists in capturing the information, completeness of the information so it can fulfilled the information needs by the tourist, information provided by TIC easily understood by the tourists, and they are always updating the information. The reflected impressions form of the tourists can be as additional evidence that information provided by TIC have good quality.

Despite there are some lacks and obstacles such as, retardment in distributing some information to the Surakarta TIC, internet facility is inadequate because of low connections, the ability of TIC’s staff to speak other languages beside English, and some internal problems such as the lack
of Surakarta TIC in exploring tourism in the cities of residency of Surakarta. But, those are not significantly affected the quality of information provided by TIC. Overall, the information provided by Surakarta Tourist Information Centre qualifies as information with good quality.

B. Suggestion

Based on the discussion above, the suggestions given by the writer are follows:

I. Tourist Information Centre

1. TIC should maintain the quality of information that they have provided and develop it by allocate more information about tourism in Surakarta and surroundings especially the information about tourism in the cities of residency of Surakarta such as, Kartosuro, Sukoharjo, Boyolali, Wonogiri, Klaten, and surroundings.

2. TIC should repair the internet facility, by installing high speed internet access, so the tourists can use it to find more information which are they need quickly.

3. It will be better if TIC officers increase the language skill. TIC officers should be able to speak other languages besides
English like Japanese and French. So they can communicate well to the tourists who cannot speak English well and fluently.

II. English Diploma Program

The English Diploma Program should help the students by providing native speaker. So, they can develop their skill in speaking English and learn from people who speak English as their mother tongue.