THE PROBLEMS AND SOLUTIONS
OF SURAKARTA TOURIST INFORMATION CENTER
TO IMPROVE SERVICE QUALITY FOR THE TOURISTS

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English
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Sebelas Maret University

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Nothing is impossible
(The writer)

Somebody’s heart plans the way, but Lord directs the steps
(Proverbs 16:9)

Do not give up before you try
(The writer)
DEDICATION

This final project report is dedicated to:

☞ My Lord, Jesus Christ
☞ My beloved father and mother
☞ My beloved sister and brother
☞ People who love and support me
PREFACE

Thanks to my Lord, Jesus Christ, for blessing and guiding the writer during finishing this final project report. The writer also wants to say thank you for all of the people who support the writer in finishing this final project report entitle “The problems and Solutions of Surakarta Tourist Information Center to Improve Service Quality for the Tourists”. This final project report is written to fulfill the requirement in obtaining the English Diploma Degree.

This final project report is to describe the problems and solutions to improve service quality for the tourist, such as the job training activities, the problems in improving service quality for the tourist and the solution of the problems. The writer is interested in discussing the topic, because it is based on the writer’s experience in doing the job training for one month in Tourist Information Center (TIC) at DISBUDPAR Surakarta.

The writer realizes that this final project is far from perfect. Therefore, the writer appreciates and accepts any advices and criticism from the readers.

Through this final project report, the writer hopes that the readers get some general information about Tourist Information Center at DISBUDPAR Surakarta. The writer also hopes that this final project report will be beneficial for anyone.

Surakarta, June 2010

Andreas Ruci Antyasena
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8. My beloved parents Rusharajanto and Srimulyani…….Thank you so much for your patience, attention, love, and care you given to me, sorry if I often make you disappoint but actually I love you so much….and I still need your blessing to catch my dream in this life and will always do my best to make you proud of me.
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Dare Dreamer ‘07
10. Moreover, I do not forget to Mrs. Heny…
11. People who supports and pray for me. Thanks a lot…
ABSTRACT


Tourism is vital for many countries. In order to enhance tourist development, the local government establishes Dinas Kebudayaan dan Pariwisata (DISBUDPAR). DISBUDPAR has many departments for its operational activities. One of them is Preservation, Development and Promotion Department. It has important responsibility to control and maintain the tourist promotion and information services. Preservation, Development and Promotion Department has many subdivisions that are responsible to maintain each division duties.

Tourist Information Centre (TIC) is one of the divisions under the Preservation, Development and Promotion Department. This final project report explains about the problems and the solutions to improve service quality of the TIC for the tourist of DISBUDPAR Surakarta. The problems are limited competence of TIC human resources, lack of tourist information advertising materials, and lack of sign facilities in DISBUDPAR office. The solutions of the problems are improving the competence of TIC human resources, empowering the quality of tourist information advertising materials, increasing the services facilities, improving the performance of TIC and enhancing the services of giving information for the tourists.

This final project report was written based on the job training which has been done at the Tourist Information Center (TIC) of Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta. Hopefully, this final project report will be beneficial for the TIC of DISBUDPAR Surakarta to improve their service quality. For the students of Diploma III English Department, hopefully this final project can be a reference to make a report. For the readers, hopefully this final project report is expected to give information about TIC of DISBUDPAR Surakarta.
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CHAPTER I
INTRODUCTION

A. Background

Tourism is vital for many countries, due to the income generated by the consumption of goods and services by tourists, the taxes levied on businesses in the tourism industry, and the opportunity for employment in the service industries associated with tourism. These service industries include transportation services such as cruise ships and taxis, accommodation such as hotels, restaurants, bars, and entertainment venues, and other hospitality industry services such as spas and resorts. Hunziker and Krapf (in Pendit, Nyoman Suwandi, 1994:38), defined tourism as "the sum of the phenomena and relationships arising from the travel and stay of non-residents, insofar as they do not lead to permanent residence and are not connected with any earning activity." According to the Institute of Tourism Britain (in Pendit, Nyoman Suwandi, 1994:35) defined it as "Tourism is the temporary, short-term movement of people to destination outside the places where they normally live and work and their activities during the stay at each destination. It includes movements for all purposes”.

Tourism in Indonesia is an important part of the Indonesian economy as well as a significant source of its foreign exchange revenues. Both nature and ethnicity are main components of Indonesian tourism. One of tourist destination is Solo city or Surakarta. It is located in Central Java. There are some popular destinations for cultural tourism in Surakarta such as Kasunanan Palace, Pura Mangkunegaran, Radya Pustaka Museum, Balekambang Park, and many more
tourist attractions.

Dinas Kebudayaan dan Pariwisata (DISBUDPAR) is the local government institution which is providing information about a region for the assistance of tourists, attractions, amenities, events, accommodation, transport and other facilities in the area and nationwide and to promote tourism as an industry.

For that reason, Dinas Kebudayaan dan Pariwisata (DISBUDPAR) develops Tourist Information Center as a division which provides visitors with information on the area's attractions, lodgings, maps, and other items relevant to tourism. To be successful, TIC officer must have the ability to forward plan and predict what the tourists want. They should give quality service to the tourists to make the tourist enjoy and stay longer in Surakarta.

This report is written based on the experience during the job training as a trainee in Tourist Information Center at Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta for one month, i.e. started from February 1st, 2010 to March 1st, 2010. The job training was done to fulfill the requirement in obtaining Diploma Degree in English Diploma Program of Sebelas Maret University.
B. Objectives

The objectives of this final project are as follows:

1. To describe the problems encountered by TIC at Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta to provide quality service for tourists visiting Surakarta.

2. To give solution of the problems encountered by TIC at Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta to provide quality service for tourists visiting Surakarta.

C. Benefits

It is hoped that this final project report will be beneficial not only for Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta, but also for the readers and the writer. The benefits of this final project report are:

1. This final project report can be a promotion media for Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta. This final project report helps TIC in increasing and promoting its service quality for the tourist in the future.

2. This final project report is expected to be able to give a lot of information about TIC of Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta and provide knowledge about tourism for the Readers.

3. The writer has knowledge about the service of TIC officer in serving the tourists.
CHAPTER II
LITERATURE REVIEW

A. Service

1. Definition of Service

Services are activities, benefits and satisfactions, which are offered for Sale or are provided in connection with the sale of goods (Papastathopoulou, 2001:2).

“Services include all economic activities whose output is not a physical product or construction, is generally consumed at the time it is produced, and provides added value in forms (such as convenience, amusement, timeliness, comfort or health) that are essentially intangible concerns of its first purchaser” (Akter, et al, 2008:3)

Based on the definition, service can be concluded that it is an activity offered by firms and governments to give products or satisfaction to customers in turn to get profit. Service is provided in connection with the sale of goods. It includes all economics activities. Service is intangible.

Fandy Tjiptono (1996:16) suggests that the major output from the services marketing literature up to 1980 was the definition of four services characteristics: intangibility, inseparability, heterogeneity and perish ability. There are four characteristics of service as follow:

a. Intangibility

Service is different from product. Product is an object or tool or thing; but service is an activity or performance.
There are two characteristics of services, they are:

1) Service is intangible because it cannot be seen, felt, touched and listened.
2) Service is hard to be defined and formulated

   The jobs of service vendor are managing the evidence and tangibilize the intangible. Service vendor must prove the abstract thing by taking it into the concrete thing.

b. Inseparability

   Product is usually produced first before sold; but service is the reverse. The keys of service are in recruitment, compensation, training, and employee growing processes. The supporting facilities of service are very important such as computer in a classroom. Service must be in a strategic location. It must be near and easy to get by the consumers.

c. Variability

   Service is not fixed because having nonstandardized output. There are many kinds of form and quality of service depending on who, when, and where the service is produced. There are three factors influencing the variables of service as follow:

1) Participation of consumer.
2) Motivation of the employee in handling the consumer.
3) Company workload.

Service vendor can use three strategies for managing the quality of service. They are:

1) Train the employees.
2) Determine the standardizing of service.
3) Ask the consumers for giving opinion about the product they use.

d. Perish ability

   Service cannot be saved for a long time. Service is useless when it is not used. The reality is the unstable necessity of the consumers such as the transportation services in Lebaran and New Year which is always increasing than normally.

2. Description of Service Quality

   According to Goetsh and Davis, 1994 (in Endar Sugiarto, 2002: 38), quality is dynamic condition which has relation with product service, human, process, and environment. It is enough or more than our expectation. Whereas, Myckof and Lovelock, 1988 (in Endar Sugiarto, 2002: 39) stated that service quality is a measure of how well the service level delivered matches customer expectation. The five dimensions of service quality according Parasuraman, Zeithalm and Berry (1990: 26) and according to Lovelock (2002) (in Dadang Setiawan, 2009), there are five characteristics of service as follow:

   a. Tangibles

      Include the physical components of the service, e.g. seating, lighting, etc

   b. Reliability

      It is the dependability of service provider and accuracy of performance.

   c. Responsiveness

      Promptness and helpfulness, the willingness to help customer and provide prompt service.
d. Assurance

It is the knowledge and courtesy of employees and their ability to inspire trust and confidence.

e. Empathy

It access to organization’s representatives, communication and understanding the customer.

B. Tourism

1. Definition of Tourism

Hunzker and Krapf (in Pendit, Nyoman Suwandi, 1994:38), defined tourism as people who travel "the sum of the phenomena and relationships arising from the travel and stay of non-residents, insofar as they do not lead to permanent residence and are not connected with any earning activity."

According to the Institute of Tourism Britain (in Pendit, Nyoman Suwandi, 1994:35), "Tourism is the temporary, short-term movement of people to destination outside the places where they normally live and work and their activities during the stay at each destination. It includes movements for all purposes"

2. Classification of Tourism

Salah Wahab (2003: 6) with Tourism Management explained that tourism can be classified based on the motivation and the attractions visited by tourists as follows:

1. Based on the number of people, tourism can be classified into two groups,
They are:
a. Individual Tourism: a tour which is conducted by a person or a family.
b. Group Tourism: a tour which is conducted by fifteen or more people in group.

2. Based on the purpose, tourism can be classified into five groups, They are:
a. Recreational tourism or Leisure tourism: a tour activity which has the purpose to recharge the physical and mental energy after doing daily activities.
b. Cultural tourism: a tour activity which has the purpose to get more information and knowledge about their country.
c. Health tourism: a tour activity which has the purpose to get medical treatment or to recover the health in a country or place, for example: visiting hot spring, mud-bath, treatment by mineral water, and treatment by hot sand, etc.
d. Sport tourism: a tour activity which has the purpose to get satisfaction in doing sport activity.
e. Conference tourism: a tour activity which has the purpose to attend a conference, meeting, convention, in which the participants need tourism facility, for example: accommodation, transportation, pre and post conference tour and also souvenir purchasing for a gift.

3. Based on the types of transportation, tourism can be classified into three groups, They are:
a. Land tourism that is a tour using land transportation.
b. Sea tourism that is a tour using sea transportation.
c. Air transportation that is a tour using air transportation.

4. Based on the geographic location, tourism can be classified into three groups. They are:
   a. National Domestic tourism: tourism which is expanded in a certain district of a country in which the participant is not only the citizen of the country but also the citizen of foreign country who live in that country.
   b. Regional tourism which is expanded in a certain district, in regional national environment and regional international environment.
   c. International tourism: tourism which is expanded in many countries in the world. Based on age, tourism can be classified into two groups, They are:
      a) Youth tourism: a tour which is conducted by adolescent.
      b) Adult tourism: a tour which is conducted by adults.

5. Based on age, tourism can be classified into two groups, They are:
   a. Youth tourism: a tour which is conducted by adolescent.
   b. Adult tourism: a tour which is conducted by adults.

6. Based on gender, tourism can be classified into two groups, They are:
   a. Masculine tourism: a tour which is conducted by men.
   b. Feminine tourism: a tour which is conducted by women.

7. Based on price and social level, tourism can be classified into three groups. They are:
   a. Deluxe tourism: tourism which uses lux standard facility.
   b. Middle Class tourism: tourism which uses middle facilities, in which the price isn’t too expensive, but the service is not too bad.
c. Social tourism: tourism which is conducted by a group of people with the cheapest cost but with enough facilities during the trip.
A. Description of DISBUDPAR Surakarta

1. The Brief History of DISBUDPAR Surakarta

DISBUDPAR Surakarta was established in 1985. It was based on the decree of the Mayor of Surakarta no.29/11K/05/PHG 70 about developing tourism in Surakarta as the main goal. The first name of DISBUDPAR Surakarta was DIPARTA. Based on the decree no.22/1999 about territorial administration and government regulation no.84/2000 about the regional staff rules, the Mayor of Surakarta changed the name of Dinas Pariwisata Surakarta (DIPARTA) into Dinas Pariwisata Seni dan Budaya (DIPARSENIBUD) of Surakarta. Based on of the decree no.16/2008 Dinas Pariwisata Seni dan Budaya (DIPARSENIBUD) of Surakarta was changed into Dinas Kebudayaan dan Pariwisata Surakarta (DISBUDPAR).

2. The Location

The office of DISBUDPAR Surakarta is located near Wisata Niaga Hall and Radya Pustaka Museum. It is on Jln Slamet Riyadi 275 Surakarta.

3. Department

Dinas Kebudayaan dan Pariwisata Surakarta (DISBUDPAR) has five departments, including:

a. Official Head
Official head is an office which carries out the governmental dealings in the tourism, art, history, culture and heritage. It has important system, including: to manage the strategy and planning for tourism, to make the technical rules, and to evaluate the problem faced by this office.

b. Administration Department

Administration Department has three sub divisions; i.e. Evaluation, Control, and Report Sub-division; Finance Sub-division; and Public Officer Sub-division. Administration Department has the function to take on the general administration dealings, equipment, official house relationships, planning and financial administration, and staffs affairs.

c. Tourism Facilities Department

Tourism Facilities Department has two sections: Tour Accommodation Section, and Recreation and Public Entertainment. This department has the purpose to handle problems about accommodation, recreation and public entertainment for tourists.

d. Artistic, Cultural, Historical and Archaeological Department

Artistic, Cultural, Historical and Archaeological Department has two sections: first is Artistic and Cultural Section, second is Historical and Archaeological Section. Both has main functions, i.e. keeping the heritage and tourist assets in Surakarta and developing the tourist assets to increase the number of tourists to Surakarta.

e. Preservation, Development and Promotion Department

Preservation, Development and Promotion Department has three subdivisions; i.e. Conservation and Asset Development Subdivision, Promotion
and Information Subdivision, and Cooperation Subdivision. This Department controls and maintains the tourist promotion and information services.

4. Vision and Mission

The vision of Disbudpar Surakarta is creating Surakarta as tourist destination city based on culture.

The missions of Disbudpar Surakarta are:

a. Encouraging preservation and development of tourist attraction.

b. Increasing the quality of human resources in the tourism, and cultural sector and employing society and business exertion having global competitive ability.

c. Providing accurate and complete database in tourism and cultural sector based on information technology.

d. Increasing interregional cooperation and tourist in managing object, tourist attraction, and promotion.
5. Organization Chart

HEAD OF DISBUDPAR SURAKARTA

FUNCTIONAL POSITION GROUP

Administration Department

Planning, Evaluating, and Reporting Subdivision

Finance Sub-Division

General Administration Affairs and Staff Affairs Sub-Division

Department Of Tourism Facilities

Artistic, Cultural, Historical, and Archeological Department

Preservation, Development and Promotion Department

Preservation and Development Assets Section

Tourism Accommodation Section

Artistic and Cultural Section

Promotion and Tourist Information Section

Recreation and Entertainment Section

Historical and Archeological Section

Cooperation Section

UPTD (Regional Technical Operation Unit)
B. Description of Tourist Information Center

Tourist Information Centre (TIC) provides information and advice to the tourist about visitor attractions, amenities, events, accommodation, transport and other facilities in the local area and nationwide. TIC is responsible for the recruitment and training of staff and the purchasing of items for sale, such as books, postcards, gifts and souvenirs, and calendar of events.

Tourist Information Centre (TIC) has three different locations; the first is in front office of DISBUDPAR Surakarta; the second is in Balapan Railway Station; and the third is in Adi Sumarmo International Airport.

Tourist Information Centre (TIC) opens from 07.30 a.m. to 05.00 p.m. Moreover, TIC opens seven days a week, Monday to Sunday. However on Saturdays and Sundays it opens from 10.00 a.m. to 02.00 p.m. because many tourists visit on those days.

Tourist Information Centre (TIC) asks the tourists to fill the form which is provided by TIC officer especially for foreign tourists. It contains name, nationality, present address, length of stay, purpose, impression and suggestion. This is used to arrange the statistic data of tourism in Surakarta.

C. Job Training Activities

The writer started to have his job training from 1st February, 2010 until 1st March, 2010. During the job training, he worked in Tourist Information Centre TIC of Dinas Kebudayaan dan Pariwisata Surakarta (DISBUDPAR). The writer worked from Monday to Friday at 08.00 a.m. to 03.00 a.m. However on Fridays he worked from 07.30 a.m. until 11.00 a.m. The job done by the writer
consisted of:

1. **Welcoming Guests**

The writer welcomes the local and foreign tourists and gave them information about Solo tourism attraction and culinary. At the first time, the writer was worried if he could not handle the foreign tourists. Fortunately there were officers who helped him to handle the tourists.

2. **Verifying Foreign Tourists Data**

The writer required the foreign tourists to fulfill the form which includes the tourists’ identity and their feeling about Surakarta Tourism. The form would be useful for tourism data in Disbudpar Surakarta.

3. **Advertising**

The writer helped the marketing division to make brochure about new Surakarta Tourism Attraction. For example: brochure about Ngarsopuro Night Market Surakarta. Besides, the writer also received promotion brochure from other institutions or companies.

4. **Sorting mail and answering a telephone call.**

The writer also sorted mail and answered telephone calls from other institutions or tourists.

**D. Job Training Result**

During the job training in Tourist Information Center (TIC) of DISBUDPAR Surakarta, the writer identified the advantages and disadvantages of the service of TIC staffs. By meeting the foreign tourists, the writer is able to improve his conversation skill with foreign tourists. By giving information about
Surakarta tourist attractions, the writer knows many tourist attractions in Surakarta that he does not know before. By verifying tourists’ data, the writer knows what the tourist felt about Surakarta tourism attractions. By making an advertisement, the writer is able to improve his tourism marketing skill. In making relationship with DISBUDPAR and TIC staffs, the writer was very happy because several staffs are kind and friendly.

E. The problems encountered by TIC at Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta to provide quality service for tourists visiting Surakarta.

In doing the duties, Tourist Information Centre (TIC) face many problems. These problems have made the TIC service could not work optimally. The problems encountered by TIC are the competence of TIC human resources, lack of tourist information advertising materials, and lack of sign facilities in DISBUDPAR office.

8. Limited of Tourist Information Center (TIC) human resources.

TIC officers are only fluent in speaking English as a foreign language. But there are tourists who cannot speak English; the officer will call Associations of Indonesian Tourist Guides (HPI) to assist them.

9. Lack of tourist information and advertising materials.

The location of TIC office is not strategic; it makes some tourists have difficulty to find the location. There is no big sign to show the location of TIC office which is inside the office Dinas Kebudayaan dan Pariwisata (DISBUDPAR).
If the tourists cannot visit TIC, they can visit the website at www.visit-solo.com. However, TIC does not up-date and maintains their website regularly. The website is not complete enough.

10. Lack of sign facilities in DISBUDPAR office.

There are toilets for the tourists or guests. The toilets are clean because there is an officer who always cleans it every day. However, the tourists or guests get difficulty to find the toilets because there is no sign.

F. The Solutions of Tourist Information Center (TIC) to Improve Service Quality for the Tourist

To get the best result, the problems faced by Tourist Information Center (TIC) have to be solved with the best solution and strategies. The strategies proposed are improving the competence of TIC human resources, empowering the quality of tourist information advertising materials, increasing the services facilities, improving the performance of TIC and enhancing the services of giving information for the tourists.

The Tourist Information Center (TIC) has the following solutions. They are:

1. Improving the competence of Tourist Information Center (TIC) human resources. TIC officers master in English as a foreign language. They speak fluently which is very important in delivering the message or information to the foreign tourists. If there are tourists who cannot speak English, the officer will call Associations of Indonesian Tourist Guides (HPI) to assist them. Therefore, they have to attend foreign language course.
2. Empowering the quality of tourist information advertising materials. Tourist Information Center (TIC) provides brochures, leaflets, maps of Solo, catalogue of Solo, guide books, etc. It is used to inform tourists about the tourism attraction of Solo. If the tourists cannot visit TIC offices, they can call Dinas Kebudayaan dan Pariwisata (DISBUDPAR) or visit the website at www.visit-solo.com. Therefore, they have to update and maintain their website regularly.

3. Increasing the services facilities. Tourist Information Center (TIC) arranges comfortable front office desk. The officer can communicate face to face closely to the tourists. Therefore, the tourists get the information clearly. There is a seating arrangement, which consists of four chairs and one table in front of the desk. It is used for tourists or guests to wait for their turn to get information. The place of the chair is comfortable because it is not far from the desk. There are also toilets for the tourists or guests. The toilets are clean because there is an officer who always cleans it everyday. However, the tourists or guests get difficulty to find the toilets because there is no sign. Therefore, they have to make a sign. Some tourists cannot find the location of TIC, therefore, TIC should post a big sign to show the location of TIC office which is inside the office Dinas Kebudayaan dan Pariwisata (DISBUDPAR).

4. Improving the performance of Tourist Information Center (TIC). TIC officers wear uniform. As civil servants in Solo Regency, they use uniform like the other. Every Wednesday and Thursday, they use Batik uniform to show that Batik is one of Solo characteristic cloths. They always look tidy when giving service to the tourists or guests to demonstrate that they appreciate them.
5. Enhancing the services of giving information for the tourists. The TIC officers offer help to give information needed by tourists. They are very helpful in giving information to the tourists who are visiting Solo at the first time. It can be seen from the motivation to help tourists and the effort to give prompt service. TIC officer always do their best in providing information for tourists. They always ask the tourists about where they come from, how long they will stay in Solo, where they want to go after Solo, and sometimes they make a joke while make conversation with tourists in order to make the tourists feel relaxed. Besides, they understand the requirements of the tourists, for example, tourists want to get information about hotel that is good for them, and then the officers will answer it clearly. They try to give information accurately. They are always polite and patient when giving information to the tourists. For example, there are tourists who want to get information about the way to get to some places of tourism attractions. The officers give the best way to find it for them but sometimes the tourists still want the other suggestions that can be taken by them. In this case, TIC officers explain for the tourists patiently.
CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

Based on the discussion in the previous chapter, the writer concludes the following important points.

In order to increase the number of tourists visiting Solo, the local government establishes Dinas Kebudayaan dan Pariwisata (DISBUDPAR). One of the duties of this local government institution is to give information about Solo tourism attractions. Therefore, DISBUDPAR develops Tourist Information Center (TIC) as a division in handling tourists who visit Solo to get information about Solo tourism attraction. TIC has important function in giving good service to the tourists to create good image of Solo city.

However, there are several problems faced by Surakarta Tourist Information Center (TIC) in doing their job, such as limited of Tourist Information Center (TIC) human resources, lack of tourist information advertising materials, and lack of sign facilities in DISBUDPAR office.

Surakarta Tourist Information Center (TIC) had some solutions to improve service quality for the tourists. They are: improving the competence of TIC human resources, empowering the quality of tourist information advertising materials, increasing the services facilities, improving the performance of TIC, enhancing the services of giving information for the tourists.
B. Suggestion

After having job training for three months at the Tourist Information Center (TIC) of Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta, the writer would like to give some suggestions to the DISBUDPAR Surakarta. They are elaborated as follows:

1. TIC should have officers who can speak not only English but also other foreign languages, such as: Japanese, Russian, etc. in order that TIC officers can handle the tourists who cannot speak English without calling The Associations of Indonesian Tourist Guides (HPI) assist them.

2. TIC should post a big sign to show the location of TIC office which is inside the office Dinas Kebudayaan dan Pariwisata (DISBUDPAR). It is very important because some tourists cannot find TIC.

3. TIC should up-date and maintain their website regularly, so that the tourists can easily get the information about Solo Tourism Attraction.
REFERENCES:


