

CHAPTER 1 INTRODUCTION

1.1. General Background

Observation is a visit activity to a company that has an aim to allow students to know the real working condition directly. In the observation, the student must choose a company which has appropriate line of business with the Elective Learnt Package which was chosen during the time of study. D-III students of Language and Literature Faculty must conduct the observation as one of the fulfillments to achieve a degree in the professional title of “AhliMadya”.

The writer chose to do observation in Nusantara Tour Salatiga because this company’s business line is appropriate with the “TourGuiding” Elective Package that has been taken by the writer. The writer has conducted the observation through interview and direct observation about ticketing staff in Nusantara Tour Salatiga. Nusantara Tour Salatiga also becomes a company that has helped high school students and university students in conducting the Field Study Activity.

1.2. Time and Place of Observation and Interview

The writer conducted the observation in Nusantara Tour Salatiga, located in Jl. Pattimura No.18, Salatiga, on December 22, 2014. The writer had the opportunity to do an interview with Budi Santoso, who works in Nusantara Tour Salatiga as a Ticketing Staff – Domestic Division, and did direct observation about ticketing staff in the Nusantara Tour Salatiga.

1.3. Company Profile

Nusantara Tour is one of companies that has tourism as their line of business, especially in tour and travel. Nusantara Tour was established on May 28, 1966 and has nineteen (19) offices in Central Java and Yogyakarta nowadays. One of those offices is in Salatiga.

Nusantara Tour Salatiga is addressed on Ruko Kaloka, Jl. Patimura No 18, Salatiga. Nusantara Tour Salatiga becomes one of the most wanted travel agencies because of its complete facilities which are provided (ticket, hotel, etc.), and good customer service. Nusantara Tour is also well-known with their tour packages through leaflet which are updated every month.

1.4. Interviewee Profile

The writer interviewed Budi Santoso as a Ticketing Staff – Domestic Division in Nusantara Tour Salatiga. Here is a complete profile of Budi Santoso:

Name : Budi Santoso
Birth date and Place : Salatiga, May 28, 1985
Position : Ticketing Staff – Domestic Division
Has been worked since : 2011 – present (4 years)