

## **CHAPTER 4 CONCLUSION AND SUGGESTION**

### **4.1. Conclusion**

Observation that has been done in Nusantara Tour Salatiga makes the writer more knowledgeable about how to work as a ticketing staff and handling the problems that happened in doing ticketing staff duties. Observation also helps the writer to compare the theories that have been gotten by the writer in the college with the application in the real working world.

The opportunity that given by Nusantara Tour Salatiga to do direct observation and interview is really helping the writer to be more understand the duties of a ticketing staff. There is deficiency that makes the writer difficult in gathering observation data is limited time when do the direct observation (only one day), because observation activity might disrupt their working time if the observation was done in more than one day.

### **4.2. Suggestion**

There are some suggestions that the writer want to give to the Faculty of Language and Literature of Satya Wacana University in the process of observation:

- Cooperating with several companies which are has the same business line with the Elective Learnt Packages that are taught in Faculty of Language and Literature in order to make student easier when finding the observation place;

- Providing more quality briefing before doing the observation, so the student can do the observation in line with the real target and purpose of observation.

