

CHAPTER I

INTRODUCTION

1.1 Background

Tourism is a travel for recreation, leisure, religion, family or business purposes, usually for a limited duration. While recreation is an activity of being discretionary time. The need to do something for recreation is an essential element of human biology and psychology. Recreational activities are often done for enjoyment, amusement, or pleasure and are considered to be "fun". Religious in tourism which is people travel individually or in groups for pilgrimage, missionary, or leisure (fellowship) purposes. Business purposes in tourism activities that include meetings, congresses, exhibitions, business events, incentive travel and corporate hospitality.

According to Koen Meyers (2009), said that tourism is a travel activity undertaken by the time of the own place or residence to destination with reasons not to make a living, but only to satisfy curiosity, to spend leisure time or holidays as well as other purposes. While Richardson and Fluker (2004 : 7) state that tourism is comprises the activity, travel and stay in place outside their usual environment for not more than one consecutive year for leisure, business and other purpose. In conclusion, tourism is a travel from one place to another in order to get pleasure and satisfaction.

In relation to tourism, Himpunan Pramuwisata Indonesia or Indonesian Tourist Guide Association (ITGA) is a non profit, non political association which groups together, around Indonesia Republics, a Licensed and Individual Tourist Guides, Honorary Members who have direct attention with Tourist Guide Professionalism. The HPI's main purpose is to group, promote and ensure that tourist guides are recognized as the ambassadors of their country.

Besides that, HPI has some purposes to be active in research and tourism development, as the vehicle to voice out their members guide fees and also social welfares. HPI offers services to members but also communicates to those in search of the services of professional area specific tourist guides and where to hire them, as well as actively to promote our members' professionalism to industry partners worldwide.

According to decision of the minister of tourism, post and telecommunication Nomor 1 KM.82/PW.102/MPPT-88, tour guide is someone who will provide assistance, information and guidance about the attractions and everything necessary to help tourist. In addition, the main function of tour guide to provide information to tourism objects that visited by tourists. Muhajir (2005:12) said that the job description outlining duties tour guide is as follows (1) tour guide coordinate and organize daily activities as listed in the tour itinerary (tour program) in cooperation with other company staff, for example the tour drivers and staff operational part. (2) The tour guide gives information of cultural, historical, social, and other aspects that needed tourists. (3) The tour guide always aware of his/her responsibility where each behavior, appearance, and all manner will always carry the good name of the company. (4) The tour guide should pay attention to tourists circumstances (health, comfort, etc.). (5) Tour guide ensure / maintain commercial matters tour operations, in accordance with what has been described in the operating instructions, or listed in the brochure and itinerary tour packages. (6) Tour guide maintain the integrity/completeness (property) owned by the company. (7) The tour guide made a written report and write the exact correct any expenses incurred during the tour takes place with equalizes budget tour made before, immediately after the tour is finished.

In guiding the tourist, a tour guide should apply some duties, such as to conduct/to direct, to point out and to inform. To conduct/to direct is arranging and conducting of travel for tourists who are handled by the travel program (itinerary) that has been set. While to point out is showing the tourists to deliver objects and attractions desired. Then to inform is providing information and explanation about the object and visited tourist attraction.

Despite of those statements, there are some problems that the writer found from pilot study, such as a tour guide does not pay attention to tour participants in terms of health, comfort. And sometimes the travel does not commit their itinerary. So, writer is interested in observing how the tour guide conducts his tour guide duties.

1.2 Problem Formulation

The problems formulation in the final report are : How does the tour guide perform One Day Musi Tour? Does the tour guide meet job description in conducting One Day Musi Tour?

1.3 Research Purposes

The purposes of this final report are :

1. To examine how the tour guide perform One-day Musi Tour
2. And whether the tour guide meet job description in conducting One-day Musi Tour or not.

1.4 Limitations

In this case, the writer would like to focus on guiding the tourists in One-day Musi Tour, especially the performance of tour guide in performing the task starting from departure until the arrival.

1.5 Benefits

- a. The writer can give the information to the tour guide and the company.
- b. The student of English Department can get information about the guiding problems in One-day Musi Tour, also the solution of that problems.