CHAPTER I

INTRODUCTION

This chapter is generally concerned with the introduction of the job training report. The background, objectives, method, place, and time would be described.

1.1 Background

Nowadays, the competition in working life is getting hard; there are only few people who can get jobs as what they want. The statement above raises a question, why can it happen? The answer is because there is globalization; it means that the world develops rapidly, so that it demands companies to compete each other. Therefore, companies require qualified and experienced workers. This situation demands people to have a better qualification to get a job.

Trying to solve the problem, some universities provide the job training as one of subjects for the students. The job training is provided to help students to have a working experience in the companies or institutions. It is conducted for one or three months. By doing job training, the students have a description about the real working situation in the companies or institutions. In addition, they also have a chance to apply their knowledge which they get in universities.

In this case, since the writer is one of students in English Letter of UNIKOM, the knowledge that the writer has is English skills, such as reading, translating, speaking and listening. In order to apply the skills that the writer has,

especially speaking skill, the writer tried to find an appropriate job in the companies or institutions. The writer looked for some companies or institutions; one of them was Museum of Asian-African Conference.

Museum of Asian-African Conference is a museum providing all information related to The Asian-African Conference. In Museum of Asian-African Conference, there is Gedung Merdeka where The Asian-African Conference was held. It is one of historical buildings in the world and opened for public. Everyday there are many different people visit it, such as students, teachers, foreign tourists, even delegates from other countries. In addition, Museum of Asian-African Conference provides jobs which are related to English skills, one of them is guiding. After the writer knew many things about the museum and got a job which was appropriate with the writer's speaking skill, the writer took the chance to do the job training there.

Based on the speaking skill that the writer has, the writer was assigned as a guide. As long as the writer did the job training there, the writer guided many tourists who came from different countries. Every time the writer guided different tourists, there were different interaction processes. It is one challenge for the writer to make a good interaction process with different tourists from various countries. That was the reason why the writer chose the interaction process to be the topic of this job training report.

Then, the case demanded the writer to study about it. The writer found the differences of interaction process between one tourist to the others. It was the interesting experience that the writer had. By observing the interaction process of

different tourists from various countries, the writer knew how to make interaction process with different tourists. In order to be more specific, the writer just discusses about the comparison of interaction process. Therefore, the title "The Comparison of Interaction Process towards Foreign Tourists on Guiding in Museum of Asian-African Conference" is chosen as the title of job training report.

1.2 Objectives

There are some objectives in writing the job training report, they are:

1. To apply the skills which the writer got in the university, especially speaking skill,
2. To report the job training done in the company,
3. To discuss about the problems faced by the writer during the job training, especially about the interaction process of guiding.

1.3 Method

The method used in this job training report is descriptive. According to Fatimah Djajasudarma in her book entitled Metode Linguistik (2006, p.16), "*Deskripsi merupakan gambaran ciri-ciri data secara akurat sesuai dengan sifat alamiah itu sendiri. Data-data yang dikumpulkan bukanlah angka-angka, dapat berupa kata-kata atau gambaran sesuatu*." It means that descriptive is an appropriate method used in the report, because by using the method, the writer could describe and explain the data of job training experience. In addition, the writer also used comparative method. According to Humam Santosa Utomo,

M.AB.(2009), "*Metode Komparatif adalah suatu metode yang bersifat membandingkan. Variabelnya masih sama dengan penelitian varabel mandiri tetapi untuk sample yang lebih dari satu, atau dalam waktu yang berbeda.* It means that the comparative method would be used in the report to compare some cases which the writer found as long as the writer did the job training.

The technique of collecting data is based on the writer experience during doing the job training as a guide. The data of guiding experience is not a written data, so the writer collected data by using the guiding experience directly. The writer guided foreign tourists from different countries, so the writer just compared the interaction process of guiding towards foreign tourists from different countries. Besides, the writer also collected the data from many kinds of source which supported the report.

1.4 Place and Time

The writer did the job training in Museum of Asian-African Conference located at Jl.Asia-Afrika No.65, Bandung. The writer worked in the museum for about a month, started on 2 August until 4 September 2010. The writer started working from 8 am to 3 pm from Monday to Friday. Sometimes, the writer also worked on Saturday or Sunday since the writer wanted to have more experience as a guide. It gave more chances for the writer to guide many foreign tourists. In addition, if there was an event, the writer could stop working at 7 pm, the writer was asked for help in preparing the event.