

## CHAPTER V

### CONCLUSION AND SUGGESTIONS

This chapter will provide a conclusion of the whole report and suggestions for the English Letters Study Program, and Kirana Tour and Travel.

#### 5.1 Conclusion

According to dr Dario Šimičević, and dr Snežana Štetić in *The Role and Importance of Internship Programs as Part Of Formal Education: Students' Perceptions - The Case Of College Of Tourism (2017)*, they argued that the foundation for the future growth of the service sectors, particularly the tourism industry, is high-quality human resources. There is no arguing that the tourism industry needs high-quality human resources. This is especially true given the widespread and growing involvement of inadequate human resources in the industry as a means of pursuing profit, which can lead to guest dissatisfaction given the already fragile economic conditions in the global economy and in some popular tourist destinations. In order to avoid extra expenses for training and hiring new staff and to lower overall operating costs, the tourism sector is seeking people who are ready to jump right in and contribute to the service process. By implementing experiential learning opportunities such as internships, especially in vocational studies, students are given the guarantee that they will have all the knowledge, practical skills, and abilities needed for employment in operational and management roles in the tourism industry.

As a student of English literature, Universitas Ma Chung offers a wide range of internship options in a variety of industries, including education, travel and tour companies, hotels, translation services, and journalism. The universities' main goal is to support and prepare students for the workforce. Throughout the three years of studying, the writer is interested in the world of tour and

travel, because the writer wants to develop her knowledge and skills in this field. of study. The writer had the opportunity to do her internship program at Kirana Tour and Travel, which was a good chance for the writer to apply the tour guiding knowledge and develop her skills. On the other hand, such internship experience gives the best lessons to prepare the writer before she enters the world of work in real life.

During this immersive internship from September to October 2023, the writer not only gained hands-on experiences aligned with classroom learning but also identified prevalent issues within the agency. Notably, challenges such as frequent human errors in ticket issuance, exemplified by errors in customer name entries, and difficulties in scheduling drivers due to personal route preferences became apparent. These experiences highlighted the critical role of human resources in the realm of travel agents. The internship underscored the importance of addressing challenges through strategic planning, such as implementing clear divisions for route allocation and daily work hours for drivers. The exposure to practical challenges and their solutions reinforced the writer's understanding of how effective human resource management is crucial for the smooth functioning and success of a travel agency.

The identification of frequent human errors in the ticketing division underscores the need for proactive measures. The writer recommends implementing there should be swapping system from the staff who have low-concentration level with the staff who have high-concentration level, which will increase productivity and satisfy customers. In the same way, scheduling challenges brought on by individual preferences were identified, which affected the fair distribution of work. The writer suggests clearly dividing up the routes and daily work hours for each driver in order to handle this problem. Through the use of a structured approach, the tour and travel division hopes to improve organization, fairness, and the allocation of routes while also simplifying scheduling

procedures. Through these suggested solutions, this internship program emphasizes the value of strategic planning and ongoing improvement to boost operational effectiveness in the ever-changing travel agency industry.

## **5.2 Suggestion**

As for the writer's suggestion for the English Study Program of Ma Chung University, doing an internship at Kirana Tour and Travel is a good opportunity for students who want to gain experience in the tourism field. Although the writer has received lessons about the tourism field, there is still a lot of knowledge that the writer gets outside the university, such as how to handle the ticketing process, how to be a tour leader, and how to handle customers who want to book travel. Therefore, this is an excellent opportunity for the students so they can apply the theories they got in the class in a real-life situation.

There are several suggestions from the writer for Kirana Tour and Travel. In light of the challenges identified during the internship at Kirana Tour and Travel, several suggestions are proposed to enhance the operational efficiency and customer satisfaction of the company. Firstly, in order to tackle the frequent cases of human error identified in the ticketing division, the writer suggests putting in place a specific quality control measure. In particular, the writer suggests adding swapping system from the staff who have low-concentration level with the staff who have high-concentration level. An additional set of eyes to examine and confirm important information such as passenger names and status would be provided by this position, which would be an essential layer of quality assurance. The company may greatly lower the possibility of errors slipping through by assigning a staff member who have high-level of concentration, hence improving the overall accuracy of the ticketing process. Moreover, addressing the scheduling

issues in the tour and travel division, the writer suggests implementing a structured division of responsibilities, specifically when it comes to the routes and daily work schedules of drivers. The objective of this approach to organization is to guarantee equitable job distribution among drivers, minimize personal preferences, and simplify the scheduling process. Overall, these suggestions aim to support Kirana Tour and Travel in overcoming specific challenges identified during the internship, fostering continuous growth, and delivering enhanced services to clients.