



**AN INTERNSHIP REPORT AT DINAS KEBUDAYAAN DAN  
KEPARIWISATAAN PROV SULAWESI SELATAN**

*Submitted to the Faculty of Languages and Literature,  
Universitas Negeri Makassar  
as the Partial Fulfillment of the Requirement for the Diploma Degree*

by:

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**BAHASA INGGRIS DIII STUDY PROGRAM  
ENGLISH DEPARTMENT  
FACULTY OF LANGUAGES AND LITERATURE  
UNIVERSITAS NEGERI MAKASSAR  
2020**

**PERSETUJUAN PEMBIMBING**

Judul : **An Internship Report at Dinas Kebudayaan dan  
Kepariwisataan Sulawesi Selatan**

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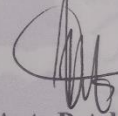
Jurusan : Bahasa Inggris

Program Studi : Bahasa Inggris D3

Setelah diperiksa dan diteliti, laporan ini memenuhi syarat untuk diseminarkan.

Makassar, 17 Januari 2020

**Dosen Pembimbing,**



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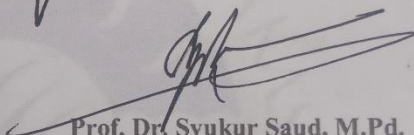
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## PENGESAHAN SEMINAR AKHIR LAPORAN PKL


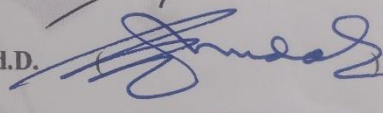
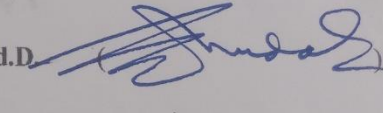
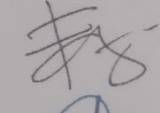
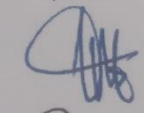
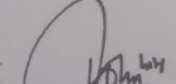
Laporan dengan judul **AN INTERSHIP REPORT AT DINAS KEBUDAYAAN DAN KEPARIWISATAAN PROV SULSEL** atas nama **Yuni Kartika Harnum, NIM 1752132032**, diterima oleh Panitia Seminar Akhir Laporan PKL Program Studi Bahasa Inggris D-III, Jurusan Bahasa Inggris, Fakultas Bahasa dan Sastra, Universitas Negeri Makassar, dengan SK No.188/UN36.5/EP/2020 untuk memenuhi persyaratan guna memperoleh gelar Ahli Madya pada Program Studi Bahasa Inggris D-III pada tanggal 23 Januari 2020.

Makassar, 23 Januari 2020

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9. The intern's community HMPS BE CREATIVE HMJ Bahasa Inggris FBS UNM, all committee, Steering Committee, and all of Business English Students.
10. All the intern's classmates of Business English 2017

The intern will not forget to express thanks and appreciation to everyone who could not be listed one by one. Finally, the intern realizes that this report is far from being perfect. Constructive and criticism will be highly appreciated.

Makassar, January 2020

The Intern

# **CHAPTER I**

## **INTRODUCTION**

### **A. BACKGROUND**

As we know, the unemployment rate is increasing annually. In fact, the amount of unemployment that holds a bachelor degree continues to increase. This is because their bachelor degree is not accompanied by qualified skills. In this era of globalization, it is highly needed to be able to compete in an increasingly competitive workforce. So, students are now required to be more able to think forward to improve the quality of human resources that have good science quality as well as skills that can be utilized in the workforce. One of manifestations is through an internship program.

Internships are intended for students to know the development of work. Understanding and experience of the work world can be obtained directly from an internship program that opens a wider discourse for students. So that students will be able to combine the science that has been gained in college with the skills gained through the internship. Through this internship, students are engaged to develop ways of thinking, and improve useful ideas and can increase their knowledge so that the intern can have a discipline and responsibility with the task given to him. Student internship experience will be very useful for students to increase their professional, personal and social skills.

### **B. THE OBJECTIVE OF INTERNSHIP**

The objectives of the internship are as follows:

1. Aligning the knowledge gained by the college with the competencies needed in the workforce.

2. Preparing mental sciences and ethical works and adapts to the face and knowledge of the workforce.
3. Improve intern knowledge about the working world so that interns can become professional workforce.
4. Expanding the insight and being able to adapt to the working environment of the internship well.

### **C. THE SIGNIFICANCES OF INTERSHIPS**

The benefits of the internship are as follows:

1. For students:
  - a. Expanding knowledge of students especially interns about the workplace.
  - b. Can add insight to apprentice students before entering the real world of work.
  - c. The interns can apply the lessons gained by the college at the internship.
  - d. Interns can compare concepts and theories gained during lectures with the reality of the work world.
2. For the State University of Makassar especially Faculty of language and literature:
  - a. As an input and comparison material to evaluate the curriculum according to the needs of the industry, especially tourism.
  - b. As input material for the future curriculum.
  - c. To produce professional and skilled workforce.
3. For the Office of Culture and Tourism of Prov. South Sulawesi:

- a. Can facilitate the work of the employees in the internship.
- b. A good relationship between the Apprentice and college.
- c. Improvement of service quality in the institution where the internship was implemented.

## **CHAPTER II**

### **GENERAL DESCRIPTION OF COMPANY**

#### **A. GENERAL DESCRIPTION OF COMPANY**

##### **1. Brief History**

At first, the La Galigo museum named Celebes Museum established by the Government of Netherlands Indie in Makassar in 1938 as the capital of the Gouvernement Celebes Onderhoorighden (the government of Sulawesi and its land areas). During the Japanese occupation of the Celebes museum activities ceased. After the recognition of sovereignty, humanist began to re-pioneer the establishment of a museum, and in 1966 finally can the establishment of the museum can be realized even though it is not official. At this stage the museum is still at the preparation stage and collection of collections from the culture. On May 1, 1970 it was officially established as the Museum La Galigo.

##### **2. Vision and Missions**

###### **a. Vision**

Realizing La Galigo Museum of learning and recreation in eastern Indonesia.

###### **b. Missions**

Conducting internal coaching and development so that museums can perform their duties and functions as closely as possible as:

1. A place to store, maintain, and develop cultural and natural organizations in the protection and preservation of the nation's cultural wealth.
2. Place of utilization for research, education, and recreation.

## B. ORGANIZATIONAL STRUCTURE

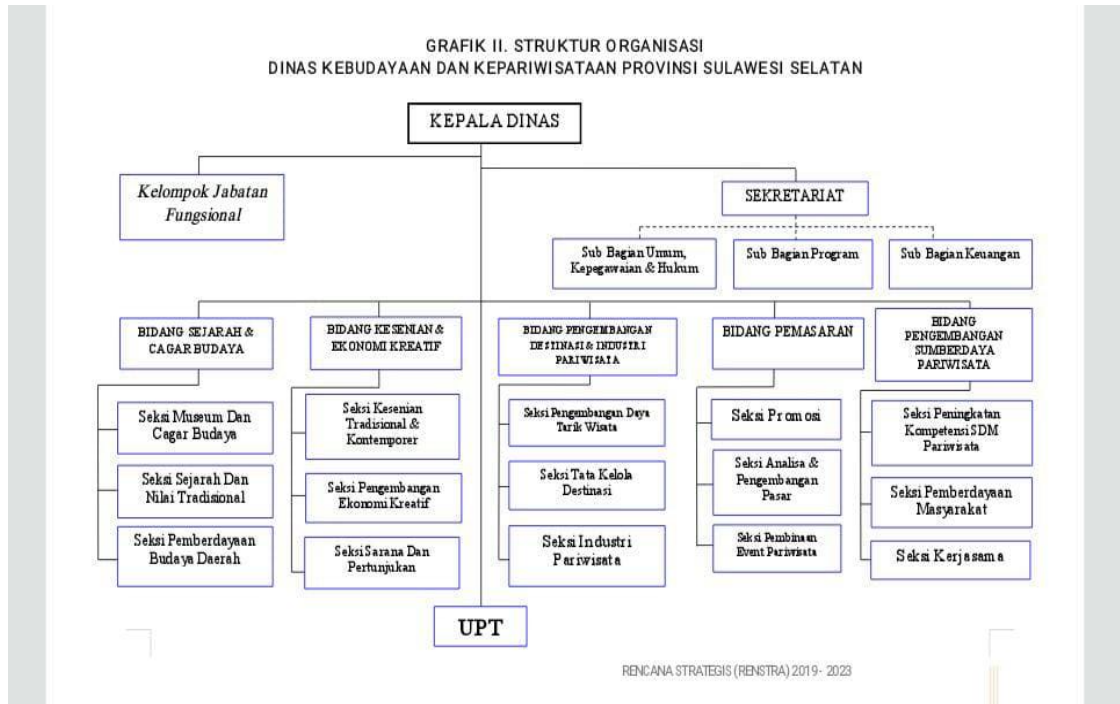


Figure 2.1 The Organizational Structure at Culture and Tourism Office of South Sulawesi

## C. POSITION AND PERSONNELS

Head of UPT : Ernawati Asikin, SE., MM  
 Head of Administration Sub-Division : Sitti Hasnia, SP, MP  
 Head of collection, conservation and preparation Division : Drs. Abbas

## D. THE ACTIVITIES OF ORGANIZATIONAL STRUCTURE

### 1. Historical and Cultural Heritage Division

Historical and cultural heritage division is led by a head of field that has the task of assisting the head of Service in the field of coordinating, formulating and implementing technical policy of history and cultural heritage.

#### a. Museum and Cultural Heritage Section

Museum and Cultural Heritage Section is led by the Section Head who has the duty to assist the head of the Historical and Cultural Heritage Division in terms of preparing material formulation and implementation of the technical policy of museums and cultural heritage.

**b. History and Traditional Value Section**

History and Traditional Value Section is led by the Section Head who has the duty to assist the head of Museum and Cultural Heritage Section in terms of preparing material formulation and implementation of the technical policy of history and traditional values.

**c. Cultural Empowerment Section.**

Cultural Empowerment Section is led by the Section Head who has the duty to assist the head of History and Traditional Value Section in terms of preparing material formulation and implementation of the technical policy of cultural empowerment section.

**E. JOB DESCRIPTION**

1. Typing the names of seminar participants.
2. Writing a Guestbook.
3. Guiding the tourists.
4. Writing an attendant list.

## **CHAPTER III**

### **SPECIFIC DESCRIPTION**

#### **A. PLACE OF INTERNSHIPS**

Implementation of internship is conducted at the UPTD Museum La Galigo which is located at Jl. Ujung Pandang No. 2, Bulo Gading, Kec. Makassar, Makassar.

#### **B. TIME OF INTERNSHIPS**

The internship was conducted for 9 weeks from 18 June to 16 August. Office hours were started from 07.30 and ended at 16.00 on Monday. While on Tuesday to Friday office hours were started from 07.30 and ended at 16.30. The staff broke afternoon meals and pray in an hour from Monday to Thursday and two hours on Friday.

#### **C. INTERNSHIP PROCEDURE**

##### **a. Before Internship**

##### **1. Sending Letter**

The intern must send an official application letter made by staff from faculty to the office center.

##### **2. Acceptance**

After the intern sending the letter to the office. The staff called the intern for acceptance.

##### **3. Administering the internship**

The intern started conducting the internship in the first day coming. The intern was placed in UPTD Museum La Galigo.



## **b. During Internship**

### 1. Observation

Apprentices can conduct observations directly or indirectly by conducting interviews with several employees at the office and enquire about Office procedures and operational systems, while observing employees ' activities.

### 2. Interview

During an internship The Apprentice can conduct interviews directly by asking a few questions to the employees who can provide accurate information such as questions about what the main activity is at the office.

### 3. Document

The intern can see several documents related to the museum.

## **CHAPTER IV**

### **OUTCOMES AND BENEFITS**

#### **A. OUTCOMES**

Undertaking internship in Dinas Kebudayaan dan Kepariwisataaan Prov. Sulawesi Selatan, at the UPTD Museum La Galigo, the intern was placed in the sub-division of the administration. The intern can apply the knowledge and skills of public speaking, English for Tourism, ethics and personality that has been studied in the Business English Study Program. The following are the activities that the intern did regularly:

a. By Providing Information and Guiding Tourists.

By providing information and guiding tourists, understanding and and practice and explaining and responding to guest. This way the intern can also interact with new people.

b. By Directing Tourists

By Directing Tourists, the intern can understand and practice on communicating politely and properly are gained. Besides, behave well also automatically increases.

c. By Welcoming Tourists

By Welcoming Tourists, understanding and practice on greeting warmly, speaking friendly and respecting foreigners are honed.

#### **B. BENEFITS**

There are several benefits gained during the internship as follows:

1. Benefits for the Intern

- a. Improving the discipline and responsibility of the intern.
- b. Students can practice the lessons they learned during the lectures bench.

- c. The intern can compare concepts or theories gained during lectures with the reality of the work world.
- 2. Students of Business English Study Program
    - a. Adding insight and relationship
    - b. Gaining new work experiences.
    - c. Students of the Business English Study program can practice the theories they have acquired during the lecture.
- 3. Business English Study Program
    - a. Introducing Business English study program to Dinas Kebudayaan dan Kepariwisataaan Prov. Sulawesi Selatan.
    - b. Adding insight to the Student business English Study program for the next internship program.
- 4. Universitas Negeri Makassar
    - a. Extending relationships with Dinas Kebudayaan dan Kepariwisataaan Prov. Sulawesi Selatan.
    - b. To produce skilled and professional students in carrying out their duties.

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **A. CONCLUSION**

After conducting an internship in Dinas Kebudayaan dan Kepariwisataaan Prov. Sulawesi Selatan (UPTD Museum La Galigo), it can be concluded that the administration process related to tourists can improve interpersonal, communication, and Managerial skills. The intern also can build a good relationship with others.

#### **B. SUGGESTION**

1. To Student of Business English Study Program
  - a. Before conducting an internship, students must first observe the office to be occupied for internships.
  - b. Students should be more active to inquire about what will be his responsibilities during an internship.
2. To Business English Study Program
  - a. Study Program should provide preparation to the student who will do the internship.
  - b. Study Program should establish a good relationship with the company in which students will intern.
3. For Dinas Kebudayaan dan Kepariwisataaan Prov. Sulawesi Selatan
  - a. The Office should further improve the facilities for the convenience of employees and visitors.
  - b. Employees should be more disciplined towards uptime.

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*panduan penulisan laporan 2017. Univesitas Negeri Makassar, Sulawesi Selatan*

## Appendix 1. The Attendance List

**PELAKSANA PRAKTEK KERJA LAPANGAN  
PROGRAM STUDI BAHASA INGGRIS D-III  
AGENDA HARIAN PESERTA PRAKTEK KERJA LAPANGAN**

Nama Peserta : Yuni Kartika Harum  
Tempat /Unit Kerja : UPTD Museum La Galigo  
Waktu PKL : 18 Juni – 16 Agustus 2019

No.	Minggu	Hari/Tanggal	Kegiatan	Paraf Pembimbing
1.	Pertama	Selasa-Jum'at, 18-21 Juni 2019	<ul style="list-style-type: none"> <li>• Penerimaan mahasiswa PKL</li> <li>• Pengenalan tempat PKL</li> <li>• Penempatan di Museum La Galigo</li> <li>• Menyapa tamu</li> <li>• Menjaga loket</li> </ul>	<i>[Signature]</i> 19/8-2019
2.	Kedua	Senin-Jum'at, 24-28 Juni 2019	<ul style="list-style-type: none"> <li>• Menyapa tamu</li> <li>• Menjaga loket</li> <li>• Menulis buku tamu</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019
3.	Ketiga	Senin-Jum'at, 1-5 Juli 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Menulis buku tamu</li> </ul>	<i>[Signature]</i> 19/8-2019
4.	Keempat	Senin-Jum'at, 8-12 Juli 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019
5.	Kelima	Senin-Jum'at, 15-19 Juli 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Berkomunikasi dengan turis yang datang</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019
6.	Keenam	Senin-Jum'at, 22-26 Juli 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019
7.	Ketujuh	Senin-Jum'at, 29, 30, 31 Juli-1, 2 Agustus 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019
8.	Kedelapan	Senin-Jum'at, 5-9 Agustus 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Memandu turis yang datang</li> </ul>	<i>[Signature]</i> 19/8-2019

9.	Kesembilan	Kamis-Jum'at, 15-16 Agustus 2019	<ul style="list-style-type: none"> <li>• Menjaga loket</li> <li>• Menyapa tamu</li> <li>• Penarikan</li> </ul>	<i>P.</i> 19/8-2019
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Makassar, 18 Agustus 2019  
Pembimbing Teknis



Sitti Hasnia, SP, MP  
NIP 197103152007012014

Appendix 2. Evaluation Form

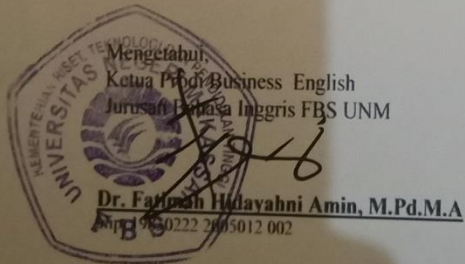
**PELAKSANA PRAKTEK KERJA LAPANGAN  
PROGRAM STUDI BAHASA INGGRIS D-III  
DAFTAR NILAI PESERTA PRAKTEK KERJA LAPANGAN**

Nama Peserta : Yuni Kartika Harnum  
Tempat /Unit Kerja : UPTD Museum La Galigo  
Waktu PKL : 18 Juni – 16 Agustus 2019

No.	Komponen yang di nilai	Nilai	Keterangan
I	Sikap		
	1. Penampilan		
	a. Kebersihan	90	
	b. Kerapihan	92	
	2. Disiplin	90	
	3. Perilaku		
	a. Sopan santun	90	
	b. Kejujuran	90	
	c. Kerjasama	90	
	4. Ketelitian	92	
	5. Tanggung jawab	93	
	6. Inisiatif		
	a. Kreatifitas	90	
	b. Aktifitas	92	
II	Prestasi		
	1. Pengetahuan	90	
	2. Keterampilan	92	
	<b>JUMLAH</b>		

Nilai =  $\frac{91}{8}$  = ..... (.....)

Nilai predikat = ..... (.....)





### Appendix 3. Internship Product



#### Appendix 4. Documentation



## Curriculum Vitae



**Yuni Kartika Harnum** was born on May 30<sup>th</sup> 1998 in Cabenge. She is the first child of four, from the marriage couple of Harianto and Nuraeni. She began her Elementary School at SDN 161 Karya and graduated in 2010. She continued her Junior High School at SMPN 1 Lilirilau and graduated in 2013. After graduating in Junior High School, she continued her study at SMAN 1 Liriaja and graduated in 2016. Then in 2017, she has been accepted as a student in English Department especially in Business English Study Program, Faculty of Language and Literature, Universitas Negeri Makassar.