

# CHAPTER I

## INTRODUCTION

### 1.1 Background of Study

Diploma 3 Bahasa Inggris is one of the majors in the Language and Arts faculty at Ganesha University of Education (Undiksha). It is designed to develop vocational education in the fields of English, tourism and translation. In order to improve student's skill, there is a program held by the Diploma 3 Bahasa Inggris on the 5<sup>th</sup> semester to apply the hospitality theories that have been taught in a real situation, such as in a hotel or in a travel agent. However, due to Covid-19 pandemic is happening all around the world and impacting almost all sectors including Tourism sector, hence most of Hospitality industry are unable to be operated normally and being closed. Because of this situation, the writer had an opportunity to have on the job training program in Dinas Pariwisata Kabupaten Buleleng. Dinas Pariwisata Kabupaten Buleleng is Government Tourism Office operated in Buleleng regency and most of the work carried out is administrative. The writer got the opportunity to be a trainee in finance sub-section. According to Dewi Utari (2014:1), financial management is planning, organization, implementing and controlling fundraising at the lowest possible cost and use it effectively and efficiently for operational activities organization. Furthermore, because the knowledges that have been learned in the campus is focusing on Hospitality industry instead of administration, so that there will be some challenges during the internship program for the writer. Based on that, the writer is considering to describe the experiences during the job training program especially the challenges that have been experienced by the writer in Dinas Pariwisata Kabupaten Buleleng and also the solutions that have been done to face the challenges. Based on that, the writer is considering to describe the experiences during the job training program especially the challenges that have been experienced by the writer in Dinas Pariwisata Kabupaten Buleleng and also the solutions that have been done to face the challenges. By doing this report I hope my skill will improve.

## 1.2 Statement of Problem

1. What are the job descriptions of Finance Sub-section in Dinas Pariwisata Kabupaten Buleleng?
2. What are challenges faced by the writer as a trainee during on the job training program in Dinas Pariwisata Kabupaten Buleleng?
3. What are the solutions to overcome challenges faced by the writer as a trainee during on the job training program in Dinas Pariwisata Kabupaten Buleleng?

## 1.3 Purpose of Study

1. To know the job descriptions of Finance Sub-section in Dinas Pariwisata Kabupaten Buleleng.
2. To know challenges faced by the writer as a trainee during the job training program in Dinas Pariwisata Kabupaten Buleleng
3. To know the solutions to overcome challenges faced by the writer as a trainee during the job training program in Dinas Pariwisata Kabupaten Buleleng

## 1.4 Significance of Study

The results of the study are expected to be useful as follows:

### 1.4.1 For the student

The writer hopes the result of this study can increase knowledge about challenges and solutions from the job description of the Finance Sub-section.

### 1.4.2 For the institution

The writer hopes that this result of these experiences is also useful as references for the institution to develop the materials for the next students in case the student will have on the job training in offices like Dinas Pariwisata.