CHAPTER 3

INTERNSHIP ACTIVITIES

A. The Internship Activities in Mangkunegaran Palace

During the internship, I had given a task by the supervisor of Mangkunegaran as a group guide. I did the internship from January 01\textsuperscript{th} and finished on February 29\textsuperscript{th}, 2016 at Puro Mangkunegaran palace. Pura Mangkunegaran palace opened at 09:00 a.m. until 14:00 p.m. As long as on the internship, there were the uniforms that must be worn by me at Mangkunegaran palace. I wore batik shirt only on Sunday, but other days I wore black trousers, white shirt and black shoes.

The activities during the internship.

1. Class activity

I was given the material learning about Mangkunegaran palace by Mr. Joko Santoso as my supervisor. Learning material is a class activity that I had to read, learn and memorize. I also got the learning material hand book which explains about the history and the collections of Puro Mangkunegaran Palace from my supervisor before conducting the training.

2. Getting information

I was asked by my supervisor to look around the palace and then the supervisor explained the whole information of the palace. He asked me to make a note about the whole information of the palace. The supervisor also explained about the Javanese philosophy. He said that it would better if guides did not only know about the history, but also the philosophy behind it. As a result the tourists might be given more attention if the guide told the philosophy. After taking around the palace I got
explanation from my supervisor about how to handle the tourists well, what the guides must do in the palace and the rules of the palace. There are a lot of places that are forbidden by the tourist to visit because royal family still live in the Palace.

3. Escorting

The escort is an activity to observe how the supervisor works while accompanying the tourist for about is one hour. After the escort, I learned how to service the tourist sense well. I observed all the activities that the supervisor did and made some notes during the escort. After one week doing the escort, I had the chance to handling the tourist for the first time.

4. Guiding

I did the internship as a tour guide in Mangkunegaran palace. I had several activities during guiding tourist. There were the activities that did by me during the internship.

A. Steps of guiding the tourists

1. Picking up the tourist

   I picked the tourist in front of the receptionist table. When I met tourists, first I introduced myself. After that I usually asked about their names and nationalities too because it is important to make the tourists feel comfortable before the tour. Then I continued to accompany him entered Puro Mangkunegaran Palace

2. Regulations

   At first I explained to the tourist about regulations in Mangkunegaran Palace. There are some regulations in the tour that must be followed by the tourists. As the royal family is still living in the palace, all guest should dress properly or
politely, the tourist must take off their shoes or sandals before entering the PendopoAgeng, Paringgitan and Dalem ageng. In addition using tripod or monopod not permitted in DalemAgeng. All guest does not allowed to take a picture, wore glasses and hat inside Dalem Ageng.

3. Guiding

During the tour I explained about short history, buildings and attractions of Mangkunegaran Palace to the tourists. For example, Mangkunegaran Palace was built as the result of six months battle of pangeran Sambernyawa or Raden Mas Said against sultan Susuhunan and sultan Hamengkubuwana in March 13\textsuperscript{th} 1757. After the battle Raden Mas Said crowned as the Kanjeng AdipatiArya Mangkunegaran I.

After arriving in the first building namely PendopoAgeng, I told to the tourist about the building and the function of the building. For example, As you can see in PendopoAgeng, there are 108 pillars and four main pillars in the center of it. Pendopo Ageng has also a lot of various functions such as it used for formal ceremonial, art activity like dance and performing wayang or puppet show. And there are three gamelan music in this Pendopo Ageng namely kyai lipur sari, kyai seton, and kyai kanyut mesem. The first, kyai lipur sari perform on Wednesday at 10 a.m with traditional dance, the second one is kyai seton which perform on Saturday without dancing, and the last is the best one that is kyai kanyut mesem which will be performed for the the special occasion such as wedding party and coronation.”
Next, I explained Paringgitan to the guest. In paringgitan there are some statues from China and Italy which are made from bronze. Here the tourist could also see the picture of the recent prince and wife of Mangkunegaran. This place has also function for the performance of puppet.

The last place is Dalem Ageng. There, I explained about the collections of prince of Mangkunegaran. For example keris (traditional weapon of java), collection of old money and bed of Dewi Sri or Goddess Rice. In the third place was Dalem Ageng the tourist were not allowed to take a picture, use shoes or hat because it is the regulation of this palace. Then, there are some places near Dalem Ageng those are Bale warni and Pracimoyoso and the tourist are allowed to take picture and use shoes at those places. They could refresh and enjoy the place by taking pictures and walking around in the little garden which is in that place. Pracimoyoso is a place for meeting room of the royal family and is also used for the dinner room. In the last of tour I suggest tourist to visit or buy souveniers provided at Pare anom shop. The place sells some souvenirs such as batik, shirt, replica of statue, puppet, and some miniatures of temple.

4. Closing

After I had finished the tour for one hour, we backed to front office again. I said thank you to the guest for coming into Mangkunegaran palace and I said good bye to the guest.

I had fourteen chances to guide tourists in Mangkunegaran palace during the internship. I had many occasion to guide the tourist from many countries
such as Singapore, Australia, Holland, Japan, China, France, Germany and also domestic tourists from Indonesia.

B. The problems and solutions during the guiding activities in Mangkunegaran Palace.

During the internship activity, I encountered some problems that are related to language problem, lack of vocabulary and less explanations. Those problems can make the tourist feel dissatisfaction or uncomfortable during the tour. So here I will discuss about the problem and give the solution for the problem.

1. The problems of guides
   a. Language problem
      I encountered a problem about language problems during internship activities. When I talked to tourists, the tourists spoke with their languages that couldn’t be understood. The problem made me could not understand what the tourist meant. For example when I faced tourist from China he said very fast and he was not able to spake english well, he spoke English mixed with China accent that could not be understood. Even, when I explained and described something , sometime he could not understand and he asked me to repeat and repeat again. Therefore when describing something to tourists, I had to use body language to explain to the tourists because not all of tourists were able to speak English well.
   b. The lack of vocabulary
      As a guide, I was required to explain many things to tourists. So when I was explaining something to tourists, he encountered a problem. I had no recollection about the vocabulary when describing an object to tourists while viewing the contents of the Museum.
c. Less explanations

As long as I did an Internship at Mangkunegaran, there was problem faced by me. That was the problem when the guide gave presentations or explanations which were monotonous to tourists. It makes tourists feel bored and uncomfortable during the tour, because the tour guide only describes terms that are in the book tour guide only. Therefore, the Guide should pay attention to it, so that travelers feel comfortable and happy during the tour.

2. The solution of guide’s problems

a. Language problem

I suggest to the owner of Mangkunegaran gives a lesson to learn other languages except English. For example: the owner or senior of Mangkunegaran palace can give lesson about Javanese or Chinese language, because there were many Japanese and Chinese tourist who visit Puro Mangkunegaran Palace. Even, one of senior Mangkunegaran Palace could speak Japanese well, so it will be benefit for the guide if the senior could teach and give lesson about Javanese language to the guide.

b. The lack of vocabulary

Usually, when the guide was explaining to the tourists, sometimes did not remember the vocabulary should be used to explain. For example; when describing the Crown to tourists, guides forgot what the Crown in English. So to face the problem the guide should use body language to explain to the tourists. Other alternative, I should prepare a small note. I could write about all things which are important at Mangkunegaran Palace, so I will not have difficulties in explaining something to tourist and certainly I can remember easily by making a small note.
c. Less explanations

I suggest to the guide for adding jokes when giving explanations to the tourists. Because the joke may provide a more comfortable thing and it did not look monotonous in the tour. In addition, guide should make improvisation in guiding tourists so tourists would not be bored and they could enjoy the tour. Therefore, tourists will be interested to hear an explanation of the guide during the tour.