CHAPTER III

INTERNSHIP ACTIVITIES

In this chapter, I will explain about my internship activities during the internship program at Pura Mangkunegaran Palace. The explanation includes the problems that I encountered and the solutions to solve the problems.

This report is written based on my experience during the internship. I did it as a tour guide at Pura Makunegaran Palace for two months starting from September 1st until October 31st 2015. I chose Pura Mangkunegaran Palace for the internship because the visitors were not only local tourists but also foreign tourists.

The tourists are interested in getting information about the palace. They visit need tour guides to accompany them to go around and enjoy the palace. Therefore, as an intern Pura Mangkunegaran Palace gave me a responsibility as a tour guide to handle, the tourists and give explanation about the history of Pura Mangkunegaran Palace and historical things in the palace.

Pura Mangkunegaran Palace opens for public from 08:00 a.m. – 02:00 p.m. on Monday to Saturday and 08:00 a.m. – 01:00 p.m. on Sunday. The entrance fee to Pura Mangkunegaran Palace is IDR 20.000 for foreign tourist and IDR 10.000 for domestic tourist. The management of the palace has policy that tourists who are visiting the palace must buy a ticket located in front office of the management and every tourist must be accompanied by a tour guide that has been provided by the palace management.

1. Internship Activities

I had several activities that I did during the internship at Pura Mangkunegaran Palace:

A. Knowledge upgrading on Pura Mangkunegaran Palace

I worked with my supervisor as a tour guide in Pura Mangunegaran Palace. In the first week, I did not know what I was going to do, but the supervisors taught me what I should do. As the intern, I should know the policy of the palace. The supervisors had responsibility to train new guides or interns about guiding services. Before handling the tourists, I had been given guidance by the supervisor, Mr. Joko Santoso about good guiding service in Pura Mangkunegaran Palace in a class activity along with other new guides and
interns. I got an explanation about the palace. It was very important for me because it could help me to improve my ability in guiding. From the class, I upgraded my knowledge about Pura Mangkunegaran Palace.

Furthermore, as a new guide, I got several guiding materials. The most important thing in guiding activity at Pura Mangkunegaran Palace is mastering the Mangkunegaran history and the current condition of the palace. I got materials of guiding by reading books given by Mangkunegaran bureau which also could be used as information source from other senior guides in Pura Mangkuegaran Palace. I was confused and finding difficulties to memorize about Mangkunegaran history because it was the first time for me to learn about the history.

**B. Escorting the senior guide**

In the second week, after getting knowledge all about Pura Mangkunegaran Palace, I got opportunities to escort the senior guide so I would not make any mistake when I did the real tour guide later. The escort was an activity of observing the guide work while accompanying the tourists. The escort means following the senior tour guides in their guiding activities, the position when I escorted is behind the tourists.

The escort activity could be done dealing with foreign tourists and local tourists, but I only escorted when the senior guides guided the foreign tourist. From the escort, I learned how to treat the tourist well. I observed the condition of the Palace and collected data for guiding material. –in addition to the observation in how to learn to guide the tourist, sometimes the tourists asked me to capture them. Even though I was still escorting my senior guide, I got some tips from them. The purpose of the escort was to understand the job of the senior guide in a real condition.

**C. Guiding the Tourists**

After doing the escort activity, I asked the senior tour guide to handle both local tourist and foreign tourists. I was an intern from university so my senior tour guide asked me to focus to handle the foreign tourists. During the internship at Pura Mangkunegaran Palace, I had ever guided foreign tourists eight times coming from several countries such as the Netherland, Japan, China, Germany and Italy. I got the first occasion from my senior tour guide Mr. Joko Santoso to handle a foreign tourist; I got from the Netherlands who
wanted to know about Pura Mangkunegaran Palace itself. Actually, I was nervous because it was the first time for me to guide the foreign tourist.

Before I would guide him to enter the building, I had explained to him the rules of the palace. I had prepared two plastic bags. The plastic bags are used to wrap the tourist shoes and my shoes because in Pendopo Ageng, Paringgitan, and Dalem Ageng, we must put off our shoes or sandals. It is carried until the end of the tour activities. I also explained the palace regulation such as the tourist might not capture and enter at the privacy areas.

I started the tour by greeting and introducing my name, informing the rules of visitors then I asked him to enter to Pendopo Ageng. I also asked about him such as: what his name is, where he comes from and where his destinations during visiting Indonesia are. Then I explained the Pendopo Ageng or audience hall such as the function, size, established, ornament and Gamelan. When I explained about the Pendopo, he was amazed with the Pendopo because the Pendopo is the biggest Pendopo in Indonesia. I also explained about Gamelan in the Pendopo. There are three set Gamelan: the first is Kyai Seton. Kyai Seton is usually played every Saturday. The gamelan is played only as music instrument without dancer. The second Gamelan, the name is Kyai Pelipur Sari. Pelipur Sari is usually played every Wednesday. The Gamelan is usually played with dancers. The last Gamelan is Kyai Kanyut Mesem. The Gamelan is only played on special occasion. Then I explained in the next building. The building is Paringgitan. The function of Paringgitan is usually used to show puppet (Wayang Kulit).

After from Paringgitan, I asked him to enter Dalem Ageng. Before entering the building, I explained again about the regulations because this building was the most sacred in the palace. After that, I asked him to enter into Dalem Ageng. Then I explained several the sacred collections of Mangkunegaran princes such as traditional weapons (Keris), swords from several countries, accessories dance, rings, necklaces and a bed of Dewi Sri as Goddess Rice.

Then, the next place is namely Bale Warni. Bale warni is known as a guest house of the royal family especially for the woman and the place has been still used now. In this place, tourist can use the shoes or sandals because this is not the sacred place, so tourist can take a photo or picture he want. In this Bale Warni, we can find some photos of the royal family especially from the king number IX as well known as the king now. In addition,
there is a place near Bale Warni namely Bale Peni which is for the man’s place of royal family, but unfortunately it is private area, so I could not ask tourist to enter that place. Therefore, I asked tourist to continue to the next place namely Pracimoyoso.

In Pracimoyoso, I explained tourist that the place has function as a meeting room and the place has been still used until now. In addition, Pracimoyoso also has a dinner room. I also asked tourist entered the dinner room and in this room has a beautiful collection that is carved Ivory from Bali. The ivory was done for 25 years in Bali and was curved in detail. The ivory explains about Ramayana and Mahabharata story. There are also two painting which told about activity of Bali’s people.

Then, I asked tourist to go to the last place that was art shop of Pura Mangkunegaran Palace. I explained to tourist that art shop has many collection and replicas such as Batik, Puppet, Statue and other collections. Even, tourist could buy that collection or replicas as souvenirs for their family. Before tourist left the mangkunegaran palace, I wanted to show the place to tourist that was train museum. In the museum, there were some train collections which was used by the prince at long time ago. Finally, I asked tourist to take photo with me in our last trip in Pura Mangkunegaran Palace.

Beside I guided the tourist from the Netherland; I had ever guided foreign tourists from several countries such as Japan, Italy, Germany, Singapore, and China. Even though I guided foreign tourist from several different countries, I still used the same way when guiding foreign tourist. When I guided the foreign tourists from other countries in working life, I could conclude that I got the important things that had not got before. It made me be able to improve my English skills especially in tour guiding. After doing the internship for two months, I knew about how to give good guiding services in Pura Mangkegaran Palace. it was one of the important things to be learned I must know about the guiding technique to make a tourist enjoy the palace with my service.

2. Problems and Solutions of Internship Activities

During the internship as tour guide at Pura Mangkuegaran Palace for two months, I had to adapt to a new atmosphere and different responsibilities from student life to real working life. I encountered several problems when I guided the foreign tourists. They are misunderstanding and language barrier.
First, in the lecture, most of the lecturers were non-native English speakers. They spoke clearly and I could understand them because I was familiar with their accent. In the Pura Mangkunegaran Palace, I had to deal with foreign tourists. It was not only foreign tourists from countries that use English as mother tongue, but also tourists from different countries which used English with different accent according to their own country. I tried to serve and guide them well. I had ever encountered a problem when I guided and had a conversation with foreign tourists (for example tourist) from Germany I had some misunderstanding with them because I did not really understand their accent well. I felt the words that they pronounced were not familiar. For example” I had tourist Germany, he spoke the word fast and I could catch it, because his accent was different. He pronounced the word not clearly, so that I needed to listen carefully. He said simple word “lampon ceiling”. Certainly, I did not understand the word firstly what he meant, because I heard it” lampon”, so that I thought what lampoon is? So I had to make it clear by asking the tourist to repeat and spoke slowly. In fact, he actually said “lamp on ceiling”, so that I could understand what he meant. Thus, it was one of the problems that I faced; the tourist said it by combining two words become one or it was heard that way to me. Accordingly, I tried to ask them to repeat what they said and then I had to listen carefully and tried to figure their words. It was not the only case; I found this solution and did the same thing every time I encountered the problem as a problem solving.

Second, I had another problem when I guided the tourist from Japan and China. Most of the tourists from China and Japan usually are not able to speak English fluently, so they did not understand the English that I spoke and it made me as the tour guide found difficulties in explaining and delivering information. Those tourists usually did not understand what I explained as it was in English. It was a language barrier.

Even though they did not understand the English well, I still guided them in English and explained the information about Pura Mangkunegaran Palace by using body language and spoke English slowly. Delivering information by using body language was also considered as one of the trick stated by Pura Mangkunegaran’s tour guide to deliver information well. Besides, they brought the guiding book explaining about the palace, I tried to make them understand about the palace but they only knew the palace from the book that they brought. At least I had tried to explain all about the palace in English and to
repeat what I spoke slowly until the tourist understood what I explained. Sometimes, they asked to me with their language and body language and I tried to clarify their needs and explained in the way I could. Accordingly, the solution from the problem is through body language

From the misunderstanding problem that I encountered, I could conclude that to create smooth communication in order to serve for the tourists, I asked them to repeat their question to clarify their needs. For language barrier, the communication could be done dealing with tourists’ especially foreign tourists and the solution through body language.