

FINAL PROJECT

**HANDLING SIDE EVENT OF THE 7th GLOBAL
PLATFORM FOR DISASTER RISK REDUCTION (GPDRR)
BY PT MELALI BALI DMC**



POLITEKNIK NEGERI BALI

Ni Luh Putu Nantiasih

**TOUR AND TRAVEL OPERATION
STUDY PROGRAM
TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
BADUNG
2022**

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**By
Ni Luh Putu Nadiasih
1915813031**

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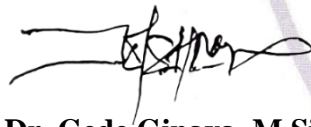
By
Ni Luh Putu Nadiasih
NIM 1915813031

This final project is submitted to fulfill one of the requirements
complementing Diploma III education in the Tourism Department
Bali State Polytechnic

Approved by:

Advisor I,

Advisor II,



Dr. Gede Ginaya, M.Si.
NIP 196609191993031002



I Putu Krisna Arta Widana, S.S.T., M.Par.
NIP 198901112019031015

Acknowledge by
Head of Tourism Department,



Prof. Ni Made Ernawati, MATM., Ph.D.
NIP 196312281990102001



POLITEKNIK NEGERI BALI

**KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET, DAN TEKNOLOGI
POLITEKNIK NEGERI BALI
JURUSAN PARIWISATA**

Jalan Kampus Bukit Jimbaran, Kuta Selatan, Kabupaten Badung, Bali – 80364
Telp. (0361) 701981 (hunting) Fax. 701128 Laman: www.pnb.ac.id,
Email: poltek@pnb.ac.id

STATEMENT LETTER OF FREE PLAGIARISM

I am the undersigned below:

Name : Ni Luh Putu Nadiasih
NIM : 1915813031
Study program : Tour and Travel Operation, Tourism Department, Bali State
Polytechnic

Hereby declare that the final project entitled:

**“HANDLING SIDE EVENT OF THE 7th GLOBAL PLATFORM
FOR DISASTER RISK REDUCTION (GPDRR)
BY PT MELALI BALI DMC”**

completely free from plagiarism. If this statement is proven to be untrue, I am willing to accept sanction by the applicable provisions.

Thus, this statement letter I made is to be used properly.

Badung, August 2022

Who makes the statement,



Name : Ni Luh Putu Nadiasih
NIM : 1915813031
SP : Tour and Travel Operation
Tourism Department
Bali State Polytechnic

FOREWORD

Praise and gratitude the author prays to God Almighty, because of his blessings and grace the author were able to complete this final project entitled “Handling Side Event of the 7th Global Platform for Disaster Risk Reduction (GPDRR) by PT Melali Bali DMC” properly and on time. This final project was made to describe the handling of a side event in the form of a field trip on the 7th GPDRR, especially in Program 2 that the author has carried out while doing on the job training at PT Melali Bali DMC and to fulfill one of the requirements to complete education in the Diploma III Tour and Travel Operation Study Program at the Bali State Polytechnic.

In the preparation of this final project, the author received a lot of help, guidance, and support from various parties, either directly or indirectly. Therefore, through this opportunity the author would like to express gratitude to those who have helped the author:

1. I Nyoman Abdi, SE, M.eCom. as the Director of the Bali State Polytechnic who has provided the opportunity to study at the Bali State Polytechnic.
2. Prof. Ni Made Ernawati, MATM., Ph.D. as the Head of the Tourism Department has provided the opportunity to study at the Tourism Department at the Bali State Polytechnic.
3. Dr. Ginaya, M.Si. as Secretary of the Tourism Department of the Bali State Polytechnic who has provided the opportunity to study at the Tourism Department at the Bali State Polytechnic and also as an advisor I who has

spent a lot of time providing guidance, advice, assistance, and support so that this final project can be completed properly.

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5. I Putu Krisna Arta Widana, S.S.T., M.Par. as advisor II who has spent a lot of time providing direction in the preparation of this final project.
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9. The author's parents and family have provided financial support, encouragement, and prayers to the author during the preparation of this report.
10. The author's friends have given encouraging moral support, and motivation during the preparation of this final project.

The author's fully aware in writing this final project is still far from perfect. This is inseparable from the author's very limited ability. Therefore, the author apologizes if there are fewer pleasing words, and the author expects

constructive criticism and suggestions from readers to complete this final project.

Finally, the author expresses her gratitude and hopes that God Almighty is pleased to repay all the kindness of all those who have helped. Hopefully, this final project can be useful for readers for the development of knowledge.

Badung, August 2022

Author



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CHAPTER I

PRELIMINARY

A. Background of the Problem

Indonesia is one of the countries in Southeast Asia which is famous for its natural charm. In addition, Indonesia is also famous for the various cultures that are owned by its inhabitants. The various natural and cultural charms of the Indonesian people are used as a potential attraction for tourism activities which are one of the sources of income for the Indonesian people at this time.

The potential of tourism in Indonesia is very attractive to foreign and local tourists who want to travel and eliminate boredom from their daily routines. Tourists are people who travel for various purposes such as vacationing, visiting relatives, or doing business. In the growing business world of tourism, various facilities and tourism components such as accommodation, transportation, and tourist attractions support the development of tourism. This is evidenced by the development of tourism in the world with the construction of many hotels, tourist attractions, and other tourism-supporting facilities.

According to TripAdvisor Travelers' Choice Best of the Best Award 2021, Bali is one of the most popular destinations even during the pandemic situation. Bali is one of the provinces in Indonesia with world-class tourism and the area with the development of the international standard tourism industry. The development of tourism in Bali has achieved encouraging

results. This is evidenced by the existence of major world events held this year in Bali such as the G-20 Summit and the 7th GPDRR Conference in Nusa Dua. Various efforts have been made by the Bali Provincial Government in collaboration with the Bali Hotels Association, Indonesia Congress and Convention Association (INCCA), Association of the Indonesian Tours and Travel Agencies (ASITA), and the Indonesian Hotel and Restaurant Association (PHRI), in developing the tourism industry.

In this final project, the author will discuss a side event that is included in the schedule of the 7th Global Platform for Disaster Risk Reduction (GPDRR) conference which is also one of the popular side events these days, namely a field trip. A field trip is a journey by a group of people to a place that is away from their normal environment to get information by observing places, objects, and phenomena. These tour packages that are used as field trip programs, will be designed by the travel agency. The existence of a travel agency has a very important role because it is the spearhead in providing services for those who want to carry out tourism activities. The responsibility of a travel agency is to coordinate and plan all activities that will be carried out by tourists or participants in every series of events and tourist attractions that have been determined.

The travel agency in Bali that provides the field trip program is PT Melali Bali DMC. PT Melali Bali DMC is a Travel Agency that offers various types of tour packages for local and foreign tourists, that are more directed toward corporate and government agencies. Many corporate and government

agencies have been served by PT Melali Bali DMC, one of them is the Ministry of Tourism and Creative Economy for handling this GPDRR Field Trip Program. GPDRR is a multi-stakeholder forum that has been held every 3 (three) years since 2019 by the United Nations (UN) to review the progress, share knowledge, and discuss the latest developments and trends in disaster risk reduction efforts. The Ministry of Tourism and Creative Economy has given the trust to PT Melali Bali DMC to handle a side event in the form of a field trip for the 7th GPDRR 2022 conference delegation. This field trip program is part of the schedule for GPDRR 2022 activities and three programs are provided in this event. These programs are designed to show the uniqueness and diversity of Indonesian culture, such as cultural activities, handicraft workshops, lessons on traditional Indonesian music and dances, natural beauty and scenery, various types of temples in Bali, and Balinese hospitality.

In this case, PT Melali Bali DMC managed to get the official appointment directly from the initiator to handle Program 2 on this field trip. This program was held on 28th May 2022. In this field trip, Central Parking ITDC, Nusa Dua is the meeting point, while Besakih Temple and Kertha Gosa are the tourist attractions. The preparations to handle this field trip event consist of several processes such as coordinating with the initiator, making a tour program and providing the components needed in the field trip implementation such as transportation, restaurants, and the itinerary for which tourist attractions will be visited. All preparations must be made long before

this activity is carried out to minimize the occurrence of errors in various possibilities which also need to be prepared with a backup plan to overcome any obstacles that may occur that can harm the company.

Based on the description above, the author is interested in making a final project in discussing the Handling Side Event of the 7th Global Platform for Disaster Risk Reduction (GPDRR) by PT Melali Bali DMC.

B. Formulation of the Problem

Based on the description above, the problems in this final project are:

1. How is the handling of Program 2 on the side event of the 7th GPDRR by PT Melali Bali DMC?
2. What are the obstacles to handling Program 2 on the side event of the 7th GPDRR and how to tackle them?

C. Objectives and Uses of Writing

1. Research Objectives

The objectives to be achieved from writing this final project are to:

- a. Find out the handling of Program 2 on the side event of the 7th GPDRR by PT Melali Bali DMC.
- b. Find out the obstacles faced and solutions in handling Program 2 on the side event of the 7th GPDRR by PT Melali Bali DMC.

2. Uses of Final Project Writing

The expected uses in compiling this final project are:

a. For College Student

As one of the requirements to complete Diploma III education in the Tour and Travel Operation Study Program, Tourism Department, Bali State Polytechnic, as a medium to add insight and new knowledge in the tour and travel field, and also to develop an attitude of confidence, responsibility, and professionalism, add insight into the results obtained during on-the-job training and studying at the Bali State Polytechnic.

b. For Bali State Polytechnic

As a reference that can later be used for making the next final project related to the travel agency, especially at PT Melali Bali DMC, as well as a comparison medium between the knowledge gained on campus and what is implemented in the world of work. So that it can improve learning on the Bali State Polytechnic campus, especially in the Tourism Department.

c. For the Company

To provide consideration to the company in the form of suggestions and input to improve the service that will be provided to clients and also indirectly can introduce the company to agencies related to the tourism sector.

D. Compilation Methodology**1. Methods and Techniques of Data Collection**

The data collection methods used are as follows:

a. Observation Method

Observation is a data collection technique, where the author makes direct observations of objects, to see closely the activities carried out. The method of observation is the observation and recording of writing with a systematic system of the object that we examine. This observation method is an attempt to obtain data naturally. In this case, the author made a direct observation from PT Melali Bali DMC and from the venue where the event took place so that through this observation the writer could get a piece of credible information.

b. Interview Method

The interview is a data collection technique that is done by asking questions between the author and the informant. The interview method used nowadays is widespread, not only face-to-face but also by online chat, video, or phone call. In this case, the author also collected some data by conducting direct interviews with staff at PT Melali Bali DMC, that related to the handling of Program 2 on the side event of the 7th GPDRR.

c. Literature Method

The literature method is the author combining theories and understandings contained in written sources (reference books) related to the final project. Data collection was done by collecting and studying documents or data that support the theme of the final project.

2. Methods and Techniques of Data Analysis

The analytical technique used in writing this final project is a descriptive analysis technique, which is a technique that is carried out by describing and explaining completely and systematically based on the data and information obtained when handling the event and carrying out the internship at PT Melali Bali DMC.

3. Methods and Techniques for Presentation of Analysis Results

The data presentation technique used in this final project is a combination of formal and informal methods. The formal method is a method of presenting data by using signs such as tables, diagrams, photographs, and flow charts. While the informal method is a method of presenting using the author's original argumentation. So, the method used is a technique of combining the argument with supporting data and credible information that the author can get from the company.

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CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusions

Based on the description of the discussion in Chapter IV, regarding the handling of Program 2 on the side event of the 7th GPDRR by PT Melali Bali DMC there are two conclusions as follows:

1. Handling of Program 2 on the Side Event of the 7th GPDRR in general, has 3 stages including:
 - a. Stages Before the Day of the Event (Pre-Event), at this stage there are several things that the PT Melali Bali DMC team does, namely making preparations starting from contacting the initiator of the activity, making various necessary internal documents, making cooperation contracts, conducting coordination meetings with several vendors needed in the implementation of activities, holding meetings also coordinate with the proponent and conduct site inspections.
 - b. Stages the Day of the Event (On Site-Event), during the implementation of the field trip, the entire committee did several things, such as picking up participants, verifying their identity of participants and participating in the entire agenda of Program 2 on the side event of the 7th GPDRR.
 - c. Stages After the Event (Post-Event), in this stage, the PT Melali Bali DMC team did several things such as collecting data that was used as evidence that it had carried out the field trip and making the event reports then

reporting the results to the PT Melali Bali DMC management team, the initiator and doing payments to vendors.

2. In the preparation and implementation of handling Program 2 on the side event of the 7th GPDRR, there were several obstacles. It was known that some hotels were far from the meeting point location, and the proponent hesitated in determining the activities at tourist attractions. In addition, there was an error in the back office system.

B. Suggestions

Based on the obstacles phase during the handling of Program 2 on the side event of the 7th GPDRR can put forward some suggestions as follows:

1. The entire team of PT Melali Bali DMC is expected to increase creativity and innovation in providing the best service to clients who have given their trust to handle their events.
2. The PT Melali Bali DMC team is expected to be able to classify the types of activities on field trips to minimize continuous changes.
3. IT professionals' teams in PT Melali Bali DMC must update and put the back office system on the cloud server before doing tasks to avoid potential problems or errors.

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