

FINAL PROJECT
HANDLING 3 DAYS 2 NIGHTS BORNEO
ORANGUTAN TOUR PACKAGE BY OPERATION
STAFF AT COME2INDONESIA



POLITEKNIK NEGERI BALI

By
Chika Maynda Nurhaliza

TOUR AND TRAVEL OPERATION
STUDY PROGRAM
TOURISM DEPARTMENT
BALI STATE POLYTECHNIC
BADUNG 2023

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

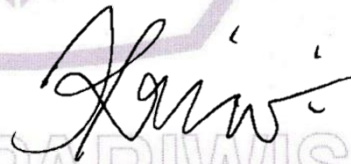
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STATEMENT LETTER OF FREE PLAGIARISM

I am the undersigned below:

Name : Chika Maynda Nurhaliza
NIM : 2015813008
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Hereby declare that the final project entitled:

“HANDLING 3 DAYS 2 NIGHTS BORNEO ORANGUTAN TOUR PACKAGE BY OPERATION STAFF AT COME2INDONESIA”

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 2023

Who makes the statement,



Name: Chika Maynda Nurhaliza
NIM: 2015813008
SP: Tour and Travel Operation
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FOREWORD

Praise and gratitude the author prays to God Almighty, because of his blessings and grace the author was able to complete this final project entitled **“Handling 3 Days 2 Nights Borneo Orangutan Tour Package by Operation Staff at Come2Indonesia”** on time. This final project was made to describe the handling of tour package in Come2Indoneisa, especially Borneo Orangutan Tour that the author has carried out while doing on the job training at Come2Indonesia 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.

During the on the job training and preparation of this Final Project, there were many parties who helped, supported, guided, and given advice to the author. Therefore, the author would like to thank for the support and assistance to:

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 for the guidance and direction that has been given to the author during studying at the Tourism Department at the Bali State Polytechnic.
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11. All staff of Come2Indonesia who have helped the author in getting to know the work and providing information during on the job training at Come2Indonesia which the author cannot mention one by one.
12. The author's parents who have provided support, motivation, and prayers to the author during the preparation of this final project

13. I Gusti Ngurah Bagus Chrisna Yoga Aditya Kusuma Putra as the author's partner who has given encouraging moral support, and motivation during the preparation of this final project.

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The author realizes that this final project is far from perfect. Therefore, the author expects constructive criticism and suggestions from the readers.

Finally, the author expresses 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 2023

Chika Maynda Nurhaliza

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CHAPTER I PRELIMINARY

A. Background of The Problem

According to the Law of the Republic of Indonesia No.9 of 1990 concerning Tourism, Tourism is everything related to travel activities that are carried out voluntarily and temporarily to enjoy tourist objects and attractions, including the exploitation of tourist objects and attractions, as well as businesses related to this field.

Tourism is one of the fields that has the potential to create jobs. The scope of the tourism industry involves various economic sectors. The aspects covered in the tourism industry include: restaurants, lodging, transportation, tourist destinations, tourist attractions, and travel agencies. One of the scopes of tourism is a Travel Agency or what is often referred to as a Travel Agent.

According to Monaghan (2006), Travel agent is a business entity that organizes a travel business that acts as an intermediary in selling or arranging services to travel. In this increasingly modern era, the development of tour and travel in Indonesia is currently very rapid, either it's domestic or international travel agent. This development is marked by the increasing level of business of the community, so that people need time for a vacation to clear their minds from the complexity of daily activities. Most people do not only use services to find transportation, but at this time people are starting to switch and are interested in using tour and travel services with all the facilities and advantages offered.

The existence of a travel agency is important for the tourism industry. Travel agencies can make it easier for tourists to make vacation plans. Travel agencies can also help tourists to design their tour according to their wishes and budget.

One of the Travel Agents in Bali is Come2Indonesia which is a subsidiary of PT Asiable which is engaged in domestic travel or inbound tour. Come2Indonesia is actively involved in increasing the number of foreign tourists coming to Indonesia. The company organizes adventure, leisure and cultural trips to all parts of Indonesia, from Sumatra to Papua. Come2Indonesia has earned a good reputation in the tourism industry for professionalism, excellent service and transparent business transactions with favorable prices. Come2Indonesia has several departments, namely sales, ticketing, admin, operation, drivers, and IT.

One of the departments which has an important role in the successful implementation of the tour is the operation section, this section will make quotation that suits the guest's budget and also book hotels and suppliers for guests. Come2Indonesia has various tour packages, such as Bali Tour Package, Komodo Tour Package, Toraja Tour Package, Yogyakarta Tour Package, Bromo Ijen Tour Package, Borneo Orangutan Tour Package, etc.

One of the most unique tour packages and in demand by tourists is the Borneo Orangutan Tour. Borneo is another name for Kalimantan and is the third largest island in the world. This island is famous for its flora and fauna. The fauna that is the main attraction of Borneo are Orangutans and Proboscis Monkeys. In this Borneo Orangutan tour package, tourists have the opportunity to see these fauna

directly. During the tour, tourists will ride a klotok boat. Klotok is a typical Kalimantan boat that is often used by the community as a means of transportation on the river and is also used for tourists who want to try the atmosphere of life on the river. This boat is called Klotok because the engine that drives this boat makes a "tok tok tok" sound.

Due to the uniqueness of the tour packages described above, the author is interested in discussing the Handling 3 Days 2 Nights Borneo Orangutan Tour Package by Operation Staff at Come2indonesia.

B. Formulation of the Problem

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

1. How is the handling 3 days 2 nights Borneo Orangutan tour package by operation staff at Come2indonesia?
2. What are the obstacles in handling 3 days 2 nights Borneo Orangutan tour package by operation staff at Come2indonesia?

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C. Objectives and Uses of Writing

1. Research Objectives

- a. To find out the handling of Borneo Orangutan tour package by the operation staff at Come2Indonesia.
- b. To find out the obstacles in handling Borneo Orangutan tour by the operation staff at Come2Indonesia.

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 the Diploma III education in the Tour and Travel Operation Study Program, Tourism Department, Bali State Polytechnic, as a benchmark in applying the theory obtained during lectures with what is obtained in the industry, as a medium to gain new knowledge in the tour and travel field, and to develop confidence, responsibility in handling tour packages.

- b. For Bali State Polytechnic

As a source of reference and add insight and information in order to improve the teaching and learning process on campus to be more updated.

- c. For the Company

As a feedback in improving the quality of work and company services that will be provided to clients in the future.

D. Compilation Methodology

1. Methods and Techniques of Data Collection

The methods used in this data collection are as follows:

a. Observation Method

The Observation Method is a method of data collection techniques carried out through observation and direct involvement in the handling of Borneo Orangutan Tour Bookings by Operation Staff at Come2Indonesia. In this case, the author made a direct observation about the process of handling tour packages.

b. Interview Method

The interview method is a method of data collection techniques through a process of question and answer directly or face to face with operation staff, operational manager, and managing director regarding the handling of Borneo Orangutan Tour reservations by Operation Staff at Come2Indonesia.

c. Literature Method

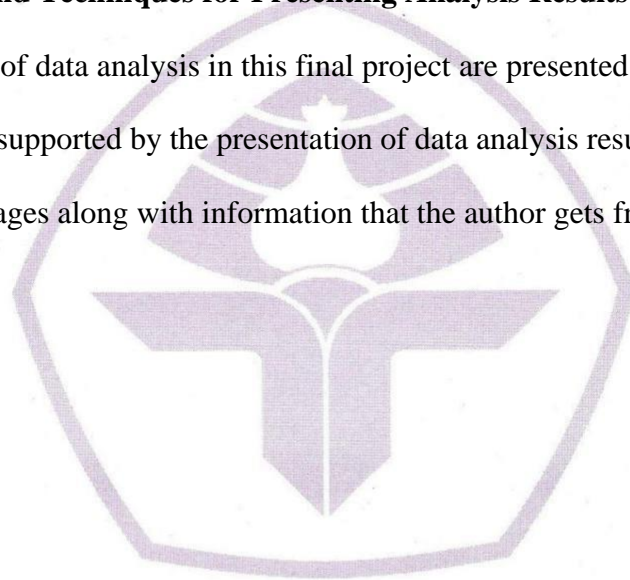
The literature method is a method of collecting data by reading literature related to the problems discussed. Data collection was done by collecting and studying documents or data such as itinerary of the tour package, guest personal information, contract rate of suppliers, email confirmation, and pictures that support the theme of the final project.

2. Methods and Techniques of Data Analysis

The analysis method used in writing this final project is descriptive analysis technique, which is to explain or describe the problem using data obtained during fieldwork practice at Come2Indonesia, so as to produce a formulation or conclusion. This method is assisted by exposure techniques.

3. Methods and Techniques for Presenting Analysis Results

The results of data analysis in this final project are presented using the author's argumentation supported by the presentation of data analysis results such as tables, photos, and images along with information that the author gets from the company.



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CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusions

Based on the description in Chapter IV, regarding the handling 3 Days 2 Nights Borneo Orangutan Tour Package by Come2Indonesia, these are two conclusions as follows:

1. Handling 3 Days 2 Nights Borneo Orangutan Tour in general has 3 stages including:
 - a. Pre-Tour, at this stage there are several things that Come2Indonesia team need to do before the tour, such as self-preparation, work preparation, receiving emails from Sales/Marketing Advisor, request customer's documents, book to suppliers, send confirmation to sales, and issuing vouchers.
 - b. On Tour, this is the stage of the day of the 3 days 2 nights Borneo Orangutan Tour, this stage explains about the tour itinerary, arrival and departure time, and destinations that will be visited.
 - c. Post Tour, at this stage operation staff ask feedbacks from customers that have done their tour.
2. In the preparation and implementation of handling 3 days 2 nights Borneo Orangutan Tour, there were several obstacles. These obstacles are Klotok Boat fully booked, limited guides with certain languages, and error in sending the reservation. The solution of those obstacles are operation staff have to book the

klotok boat immediately before it is fully booked, Come2Indonesia can hire more guides that can speak multi languages, and operation staff have to remind Come2Borneo by call if there is no confirmation.

B. Suggestion

Suggestions that author can give to Come2Indonesia are :

1. In making reservation to suppliers, operation staff should be more careful in sending reservation details, such as make sure to the customer's personal information, number of pax, date of the tour, and other details of the tour.
2. Come2Indonesia team should improve communication among the departments to avoid miscommunication.
3. Operation staff should book the tour immediately to avoid fully booked condition especially during high season.

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