CHAPTER IV
CONCLUSION AND SUGGESTION

A. Conclusion

Based on the description and the discussion above, the writer concludes the following important point.

Tourist Information Center (TIC) is a part of Promotion and Information Section in Dinas Kebudayaan dan Pariwisata (DISBUDPAR) Surakarta. TIC has two functions. The first function is to promote and give the informations to both local and foreign tourists about Solo tourism such as tourist destination, tourism event, accommodation, transportation, culture, tour guide, car rent, culinary and etc. The second function is to introduce tourism of Indonesia in general and tourism of Solo in specific to the local and foreign tourists. TIC of DISBUDPAR Surakarta plays an important roles in giving the information to the tourists visiting Solo. The information media provided by TIC are brochures and leaflets, solo city map, guide book, annual calendar event, booklet, etc.

TIC of DISBUDPAR Surakarta has two strengths. The first strength of TIC of DISBUDPAR Surakarta is having the competent staffs. TIC has the staffs who have skills in delivering information about tourism to the tourists, so they can understand what the staffs mean clearly. The second strength is giving free charge of information. The staffs of TIC of DISBUDPAR Surakarta give the best service for the guests by delivering information free, so that the tourists do not need to pay for getting information.
On the other side, TIC also has three weaknesses. The first weakness is a lack of number of staffs. TIC only have two staffs in serving the guests. It makes the service of TIC works ineffectively. The second weakness is a lack of number of supporting facilities. The printed media such as Solo City Map, guide book, leaflet, brochure, and annual calendar event are the only supporting facility provided by TIC. The last weakness of TIC is the location of the building. The building is located behind Graha Wisata Niaga Building and Radya Pustaka Museum. It makes the building can not be seen by the tourists directly from Slamet Riyadi Street because it covered by those two buildings.

In order to cover up the weaknesses, TIC at DISBUDPAR Surakarta should add more staffs by doing recruitment. TIC also need to complete the supporting facilities such as computers connected to the internet and vehicles for transportation, so that the tourists can access internet to find out more tourism information that they need and the staffs of DISBUDPAR Surakarta can deliver the letters to the other institutions easily. The last effort that TIC should do is by providing big sign and direction to reach TIC office in the side of the main street, Slamet Riyadi. It helps the tourists to get there easily.

B. Suggestions

After having the job training for a month in TIC of DISBUDPAR Surakarta, the writer would like to give some suggestions to TIC of DISBUDPAR Surakarta. They are elaborated as follows:
1. TIC should add the human resources by recruiting new staffs in order to optimize the service of TIC.

2. TIC should increase the number of printed media in order to prevent the lack of brochures, leaflets, solo city map or annual calendar event.

3. TIC should complete the facilities in order to provide the good service to the tourists by providing the computer connected to the internet and the vehicles for transportation.

4. TIC should make a big sign of TIC completed with the direction in the main street of Slamet Riyadi to help the tourists reach the TIC office easily.