

CHAPTER I

INTRODUCTION

A. Background of the Study

The discussion of this term paper is based on my internship at PT AntaVaya Tour and Travel (henceforth, AVTT) from 20th December, 2017 to 29th January, 2018. As an assistant, my job were helping my supervisor control the financial issues, equating invoice with the Daily Collection Report results, assisting the staff to fill out visa applications, writing a formal letter such as refund letters in English assist checking and booking international or domestic tickets with the Abacus system, assist the staff to copy passports or scan important documents, and assist the staff to complete the equipment to carry out a Tour such as prepare the passenger's paspor, bring the name tag for the passengers and assist staff to answer the phone from the customer.

During the internship I found a problem. The problem was I had difficulty in booking tickets using Abacus system which PT AVTT uses. Abacus, Amadeus and Opera Reservation System Reservation Systems (2017) are

The Asia Pacific's largest Global Distribution System (GDS) and Computerized Reservations System (CRS) that provide airline reservations, pricing and ticketing, hotel and car bookings, travel insurance and other travel information (para.1).

Firstly, It was written on my journal dated January 16, 2018 that when the staff asked me to check the available ticket and tried to book a ticket using Abacus System, I was not familiar with the abbreviated English tour and travel terms and I could not remember the formula for the system. For example, when I filled the name of passenger, I had to fill in with a formula such as *N. WulandariMomna and that formulas made me confused.

Secondly, in my journal on January 17, 2018, I wrote that my senior asked me to book a ticket using Abacus system but still I could not do my job well because during on-the job training I did not make any notes about my senior's instruction. On-the job training is the training that I get from Antavaya only once in the first day I worked and it is only two hours. I learnt about the job at Antavaya such as how to control financial issues, how to equating invoice with Daily Collection Report. As a result my senior was unhappy with my work.

Lastly, the staff asked me to book a ticket using Abacus system and I could not fill the formula that consist number, symbol, alphabet and abbreviated terms again because I rarely practiced booking a ticket using Abacus. Thus, my senior was again disappointed with my performances as written in my journal dated January 23, 2018.

Based on my journal, it was clear that I had a problem in booking tickets using Abacus system. Therefore, I would like to discuss the causes, the effects and the three potential solutions to fix that problem.

B. Identification of the Problem

The problem that will be analyzed in this study is described in these following research questions:

1. Why did I have difficulty in booking tickets using Abacus system at AVTT?
2. How did the problem influence my work?
3. How should the problem be solved effectively?

C. Objectives and Benefits of the Study

The study has three objectives and three benefits. They will be discussed respectively. The first objective is to analyze the causes of the problem. The second objective is to analyze the effects of the problem. The third objective is to find the solution to solve the problem which I had during my internship at PT AntaVaya Tour and Travel. Next, the first benefit of this term paper is to help the workers who will work in tourism industry to get ready with the material such as the abbreviated tour and travel. The second benefit is for the readers, I hope this term paper can be useful for those who want to work at tourism industry and face the same problem. Lastly,

the benefit is for me. I hope by writing this term paper I can understand about how to book a ticket using Abacus system.

D. Description of Institution

In this section, I will explain the description of the institution based on the data from *Profil AntaVaya Travel (Anta Tour)*. It is written on Jobplanet (n.d) that Antavaya is a company that provide services in the field of tourism, such as flight tickets, hotel, and attractions, from entertainment, airline tickets, to hospitality. I worked at AntaVaya Bandung that is located on Jl. Pasir Kaliki 161, Bandung. Antavaya has branches in Bandung and other cities such Jakarta, Surabaya, Medan, and Yogyakarta. PT AVTT is one of the famous travel companies in Indonesia because it is able to provide the cheap price for customers and the company often organizes luxury exhibition events every year with the aim to provide the best price and give a good impression for customers. Based on the data from About Antavaya (n.d), Antavaya consists of a combination of two famous travels: AntaTour and VayaTour in 1994. Also it is written on Antavaya at a glance (n.d) that in 2017, AntaVaya became a part of CT Corp. By being a part of CT Corp, AntaVaya can strengthen its finance and business.

E. Method of the Study

The data used in this paper was collected during my internship at PT AntaVaya Tour and Travel from December 20th, 2017 to January 29th, 2018. The process of collecting data was done by self-observation in which I wrote my internship journal daily. Additionally, I did library research to find the theories from the Internet or books. The theories were used to analyze the causes, effects, and potential solutions of the problem.

F. Limitation of the Study

There are three limitations of the study. First, the internship was only 200 hours long. It started from 20th December 2017 to 29th January 2018. Second, I only used two kinds of data gathering instrument, they are self-observation and library research. Third, the focus of analysis is on ticketing problem by Abacus system which I observed at AVTT Bandung.

G. Organization of the Term Paper

The organization of this Term Paper has four chapters. It started with Abstract, Declaration of Originality, Acknowledgements and then divided into five parts. The first part is Chapter I, Introduction which contains Background of the Study, Identification of the Problem, Objectives and Benefits of Study, Description of Institution, Method of Study, Limitation of Study, and Organization of the Term Paper. The second part is Chapter II, Problem Analysis which contains the discussion of causes and effects of the problem. The third part is Chapter III, Potential Solutions

which contains the potential solutions of the problem. The fourth part is Chapter IV, Conclusion which contains the best solutions I chose for the problem and the reason why I chose them. The last part contains References and Appendices including the flowchart, journal and several supporting documents.

