

CHAPTER IV

CONCLUSION

Owing my apprenticeship experience, I encountered one main problem. The problem was customer demand for quicker services. The customers who are buying tickets want to be served quickly. Unfortunately, I cannot remember the three letter codes of the city, besides my lack of working experience and product knowledge. It made me take a long time to serve the customers. Moreover, the software of the computer requires a three letter code to decide a city's destination. As a result, I could not serve customers quickly. Customers are not happy if they wait for a long time. This is an example of inefficiency in work. Indeed, both time and effort are wasted because of inefficiency.

Knowing the problem, with its causes and effects, I tried to find suitable solutions. There are three possible solutions that could be chosen in order to solve the problem. Each of these potential solutions has both negative and positive effects. The first potential solution is using on-the-job training. The potential positive effects of this potential solution are the company need not spend more time and money to train new employees but the new employees can get the necessary knowledge and skills. However, the potential negative effects are the manager or peers can not

do their own job at the same time as they train the new employee and it takes time to ask my supervisor while serving the customer. Next, the second potential solution is to do more simulations. The positive effects of this solution are being risk-free and improving employees' skills (Noe 287). Of course, there is one negative effect that it could annoy the other staff. Finally, the last potential solution is asking the owner to change or develop the software or computer system. The potential positive effect is the needs of the user can be fulfilled, while the potential negative effects are the company needs more money to do it and it is impossible because TX Boebat is a franchise company with a system that is set by TX.

In this chapter, I would like to discuss the best solution to solve the problem that I have encountered. After considering some solutions, with their positive and negative effects, I believe that the best solution of the problem is combining the first and the second potential solutions. The chosen solutions are combining on-the-job training and doing more simulations.

As my conclusion, I choose the first solution because I cannot serve the customers quickly. Thus, I need help from another employee to serve customers well and quickly. Beside that, if I am given guidelines, I can improve my skill and knowledge. The second solution is doing more simulations. This is chosen because it is free-risk. This solution can be done when there are no customers. It means I train myself when there are no customers. Moreover, by doing the simulations, it has no risk of making mistakes.

Based on the explanations above, I would like to answer the questions I stated before in chapter 1. The questions are “how can TX Boebat Tour and Travel transfer tour and travel knowledge effectively to a new trainee?” and “how can TX Boebat Tour and Travel serve the customer more efficiently?” I would like to make a conclusion that to transfer tour and travel knowledge to a new trainee is the trainee has to be given training and the senior staff who train has to accompany until they can know and understand the knowledge. It matches the first solution. Again, using the on-the-job training method can transfer tour and travel knowledge to a new trainee, because the senior staffs as trainers give the trainee information and knowledge about the tour and travel. In order to answer the second question, the best way for TX Boebat Tour and Travel to serve the customer more efficiently is to train staffs with and without other people. Through training, the knowledge can be useful and often be used. Thus, the staff will fluently serve the customer. Training with others means other people act as our trainer for new staff. It matches the first solution. Training without others means the new staff trains himself, for example with simulations. It matches the second solution. Finally, I hope this study can be useful for me and for other people, as experience is the best teacher.