THE APPRENTICE’S ACTIVITIES IN
THE HUMAN RESOURCES DEPARTMENT
DURING THE 6TH ASEAN PARA GAMES 2011
SOLO

FINAL PROJECT
Submitted as a partial requirement in obtaining degree in
the English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

by
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ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
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MOTTOES

❖ Struggle and luck are close friends of successful people.

❖ Live as if you were to die tomorrow. Learn as if you were to live forever. (Mahatma Gandhi)
DEDICATION

I dedicate this Final Project Report to:

- Almighty Allah SWT
- My beloved mother and father
- My beloved big family
- My Lecturers

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PREFACE

Assalamualakum Wr. Wb.

Alhamdulillahirrobi’alamin, first of all thanks to Allah SWT for the blessing so that the writer can finish this final project report. The writer writes this Final Project Report to fulfill the requirement in obtaining the English Diploma III Degree. The writer did the job training in the event of the 6th ASEAN Para Games 2011 because he wants to learn about guiding and promoting Solo as the City of Tourism and Culture.

In this final project report, the writer explains the roles of human resources in Asean Paragames 2011 Solo, tells his experience in the event, and also describes the positive impact of Asean Paragames 2011 Solo on Tourism sector.

The writer hopes that this final project report will be useful for all readers. However, any criticism and inputs are welcome.

Thank you.

Wassalamualaikum Wr. Wb
ACKNOWLEDGMENT

Alhamdulillahi rabbi ‘alamin. Finally, I have finished this final project report. First of all, I would like to express my highest gratitude to Allah SWT who makes everything possible. During the process of finishing this final project report, I get many supports and suggestions from many sides. Therefore, I would like to give my deepest thanks to:

1. Drs. Riyadi Santosa, M.Ed, Ph.D, Dean of the Faculty of Letters and Fine Arts for approving the report.
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5. My beloved Mom and Dad. Thanks for the support, advice, pray and for all have been given to me, I love you so much.
6. Mr Daniel, a swimming athlete from Philippines. Thanks for giving me a big inspiration and never ending spirit.
7. All of the participants of The 6th Asean Paragames 2011, thank you so much for all cooperation.

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8. All of my big family, my grandmother, my aunt Nana. Thanks for the support and pray.

9. My classmates. Thanks for the support and also for all sides that help me.

10. All of my friends in Pesanggrahan. Thanks for all. I love you so much.

11. Arsenal Indonesia Solo. Thanks for the support and inspiration that you give.

12. Arsene Wenger. Thanks for your a good philosophy, inspiration, motivations that you write in your account.

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ABSTRACT


This final project report is written based on the job training and the work which was done at the event of the 6th Asean Para Game 2011 within a month in December 2011. This international event was organized under the National Paralympic Committee Indonesia. In the event, the writer was a volunteer, who served all participants of the 6th Asean Para Games 2011 in Donohudan Athlete Village.

This report discusses the apprentice’s experience in the 6th ASEAN Para Games 2011 Solo that has important roles in tourism. The writer had several activities during the event such as, giving help in the process of checking in and checking out in Donohudan athlete village, giving help in the consumption section to tell the athletes or officials during dining hours, giving help in the distribution of the meals that have been ordered by athletes or officials, guiding the athletes and officials, collecting and distributing process of laundry, being ready to help athletes anytime and being responsive toward any conditions. Everyday the writer had a new challenge because the situation was unpredictable. The writer had to be ready if the athletes or officials needed something, for example, when they wanted extra meals, snacks, money changing, and any other needs.

This International event was participated by many athletes and officials. INASPOC or other organization would not be able to handle them all without hiring Liaison Officer, Volunteer etc. This is why human resources became very important. Other importance of human resources are introducing and promoting Solo and its culture. ASEAN Para Games 2011 Solo has a lot of positive impacts for Solo tourism sector. Here, the apprentice also acted as Volunteer to introduce and promote Solo City Culture to the athletes and officials by inviting and asking them to enjoy culture performance.
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CHAPTER II
LITERATURE REVIEW

A. Tourism

1. Definition

There are many definitions of tourism. According to “UU No. 10/2009”, “tourism is many kinds of tours activities and supported by facilities and services that are provided by community, entrepreneur, government and local government” (Ismayanti, 2011:3).

There are many other definitions of tourism from tourism experts, according to McIntosh: “Tourism is a composite of activities, services, and industries that deliver a travel experience”. He also stated that “tourism is the sum of phenomena and relationships arising from the interaction of tourists, business, host governments, and host communities in the process of attracting and hosting these tourists and other visitors” (McIntosh, 1984:8).

Meanwhile according to Prof Hunziker and Kraft quoted by Nyoman S. Pendit “tourism is totally of relationship and phenomena arising from the travel and stay of strangers, provided the stay does not imply the establishment of permanent residence and is not connected with remunerated activity” (Pendit, 2003:35).
And according to Elliot “tourism is the activities of persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business, and other purpose” (Elliot, 1997:21).

From those definitions, the writer concludes that tourism is the sum of phenomena and relationships arising from the interaction of tourists, business, host governments, and host communities in the process of welcoming and hosting those tourists and other visitors, which is supported by facilities and services provided by community entrepreneurs, government, and local government.

2. Types of Tourism

The types of tourism are important to be discussed here. According to Pendit in his book entitled *Ilmu Pariwisata* (2005:38-43), there are 15 types of tourism that is known, these are;

a. Cultural Tourism

The purpose of a tourist does this tour is to expand the view of life or knowledge by visiting other countries or places, and learn the people's circumstances, their habit, custom, culture and art. And this type of tourism is the most popular in our country especially in Surakarta.
b. Health Tourism

The purpose of this tourism type is to do a treatment. For example by visiting places that provide health facilities.

c. Sport Tourism

Sport Tourism is a trip done by tourists for sport purpose or to participate in a sport game, for examples: Asiam Games, Olimpiaden Thomas/Uber Cup, Tour De France, etc. This type of tourism is the interesting type of tourism that will be discussed by the writer.

d. Commercial Tourism

At first, many people argue that it can not be subsumed in to tourism type, because this type is only done by certain people with business purposes. But in fact, nowadays many people do the trip to see the facilities, accommodation with interesting special reduction.

e. Industry Tourism

Industry Tourism is closely related with Commercial Tourism. The trip of students or people in industrial area where there are factories is included Industry Tourism. It has been done by countries that have advanced industrial.

f. Politic Tourism

This type is a trip to visit and participate in politic activities like Independent day of a country where facilities,
accommodation, attraction are organized hilariously. Besides that, there are also conferences, deliberation, and politic convention. Those events are always followed by tourism activities.

**g. Convention Tourism**

Nowadays, many countries build Convention Tourism by providing building facilities and rooms for organizing a conference or another meeting that is both national and international event. For example, Germany has the International Congress Center in Berlin, Philippines has the Philippines International Convention Center in Manila, and in Indonesia there is the Balai Sidang Senayan in Jakarta. All of those places provide facilities, transportation, and present interesting attractions.

**h. Social Tourism**

Social Tourism is an organizing low cost and easy trip for people who have low-income. For examples: for employee, students, farmers, etc. It tries to help people who have limited ability in financial aspect to get a chance to do a trip.
i. Agricultural Tourism

The purpose of this type is to study and enjoy an agricultural product. Sometimes in Agriculture industry provides guide to assist the tourist.

j. Marine Tourism

This type of tourism is associated with water sports. In our country there are many places that become Marine tourism, for example, Pulau Seribu, Danau Toba, Bunaken, etc.

k. Nature Reserve Tourism

This type of tourism is usually held by travel agencies that specialize their business in managing the trip to nature reservation places, mountain, forest etc, which is protected by law. The Nature Reserve Trip is usually done by nature lovers.

l. Hunting Tourism

This type of tourism is much done in countries that have many hunting spot or jungle permitted by government.

m. Pilgrim Tourism

This type of tourism is related with religious, historical, custom and belief of people or certain group in society. Pilgrim tour is done in sacred place, grave of great people or leader, hill and mountain that are considered as sacred place, etc.

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n. Honeymoon Tourism

The tourism is for a couple who want to enjoy their honeymoon.

o. Adventure Tourism

Adventure tourism is type of tourism that is extreme. we need courage to do this activities.

3. Purpose of Tourism

Countries usually have reasons why they want to develop their tourism. Yoeti, 2006. In her book entitled "Pengantar Ilmu Pariwisata" states that tourism has some roles.

a. Increase foreign exchange.

b. Expand and accelerate job opportunities.

c. Distribution of income.

d. Increase the countries tax income retribution.

e. Increase national revenue.

f. Strengthen the position of payment balance.

g. Encourage the growth of a place that has a finite potential.

And according to Elliot “Governments became involved in tourism historically, and are still involved in the management of tourism today, mainly for economic reasons” (Elliot, 1997:29). Dr. Salah Wahab also stated that “Tourism is kind of new industry that can accelerate the
growth of economy and the provision of job opportunities, the increase
in income, and stimulate other productive sectors” (Wahab, 1975:9).

B. Human Resources

Human resources are the set of individuals who make up the
workforce of an organization, business sector or an economy. "Human
capital" is sometimes synonymously with human resources, although
human capital typically refers to a more narrow view: i.e., the knowledge
the individuals embody and can contribute to an organization. Likewise,
other terms sometimes used include "manpower", "talent", "labor", and
simply "people". (en.wikipedia.org/wiki/Human_resources, 2012)

The professional discipline and business function that oversees an
organization's human resources is called human resource management
(HRM, or simply HR). Human resources have much usefulness for any
aspect of life. In this case the writer focuses on the tourism aspect.
(Cherrington, 1995:10) in most instances, this means that human resource
activities should be directed toward the accomplishment of the following
human resource objectives:

1. Profit/cost containment: In the private sector, the primary
objective of business enterprise is profit, and human resource
activities should contribute to an organization’s profit level. In
the public sector, human resource activities should attempt to contain costs.

2. Organizational effectiveness: An effective organization must be carefully structured and staffed with competent, highly motivated employees. It also must be able to adapt to a changing environment and be capable of resolving internal conflicts and disagreements.

3. Service: An important objective for both public and private organizations is to provide a useful product or service to society.

4. Social responsibility: Business organizations are ideally expected to improve the quality of society and to help solve social problems. As a result, many businesses, especially large corporations, have added social responsibility to their corporate objectives and have channeled their resources into such concerns as environmental health programs, inner-city renewal projects, minority training and development programs and support of the arts.

5. Quality of work life: Since the quality of life at work profoundly influences the quality of life away from work, many organizations have attempted to improve the quality of life at work by creating flexible work hour, autonomous work teams, job enrichment and better work environments.
Service organizations have little to sell but their good service, and that makes them uniquely dependent on their employees’ attitudes and motivation—and on Human Resource Management.

As summarizing, human resources have crucial function in service companies especially that have relation with tourism. The human resources are the first people that face the problem in the field. They have to work together to do each job.

From those arguments and definitions above, the writer concludes that human resources and tourism support each other. Human resources are a tool to manage and develop tourism in any aspects.
CHAPTER I

INTRODUCTION

A. Background

ASEAN Para Games is a biannual multi-sports event held after every Southeast Asian Games for athletes with physical disabilities. The games are participated by the 11 countries located in Southeast Asia and compete for 11 sports (athletics, powerlifting, wheelchairs volleyball, bowling, table ball, swimming, table tennis, badminton, wheelchair tennis, chess, and archery). Those countries are Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, the Philippines, Singapore, Thailand, Timor-Leste, and Vietnam. Actually ASEAN Para Games history starts from the Paralympic Games. Paralympic Games is a sporting event with different numbers for athletes with physical disabilities, mental and sensoral. A disability is included in an inability in mobility, disability due to amputation, the visually impaired and those who suffered from cerebral palsy (www.aseanparasports.org, 2012).

Tourism becomes promising business for a place. This event has positive impact for the tourism of Solo. By this event, the tourism of Solo can be introduced to the other countries. According to Cohen, 1974 tourist is a voluntary, temporary traveler, traveling in the expectation of pleasure from novelty and change experienced on a relatively long and non-recurrent trip. It means that the contingents of ASEAN Para Games participant countries can also be called tourists.
This international event requires a good cooperation from many aspects. One of the most important things is human resources. The Games that was held in 15-20 December 2011 hired many people in various tasks and Donohudan was one of several places needed by those people. Donohudan Athlete Village is actually a hostel for the hajj candidate, but for this special event, it became an Athlete Village. More than 150 employees were hired in Donohudan Athlete Village. They did different jobs based on the area where they are plotted. The Athlete Village itself is a place where the contingents from 11 countries stayed, except the contingent from Brunei.

The writer did the job training in Donohudan more than 100 hours. During the job training, the writer did the job to serve, guide, and assist the athletes.

The writer wanted to have a good experience from this job training and then he knew the importance of human resources in an international event. The writer had collected a lot of information about Asean Para Games, Human Resources and Tourism. The writer found a connection between those materials and got interested to write the project entitled “THE APPRENTICE’S ACTIVITIES IN THE HUMAN RESOURCES DEPARTMENT DURING THE 6TH ASEAN PARA GAMES 2011 SOLO”

B. Objectives

1. To explain the activities of human resources in ASEAN Para Games 2011.
2. To explain the importance of Human Resources in the international event.
C. Benefits

This final project has benefits for some elements, they are:

1. The public
   
   To give knowledge about the important of human resources for a tourism industry.

2. The Students of the Diploma Program
   
   To give a good references for the students who want to write a similar project.

3. The Institution
   
   To give the evaluation about ASEAN Para Games 2011 in Solo.
CHAPTER III

DISCUSSION

A. Donohudan Athlete Village

Donohudan is located in Ngemplak Street, Boyolali. This place was used to stay the contingents of Asean Paragames participants from country except Brunei.

Donohudan was chosen to be Athlete Village because the location is nearby Adi Soemarmo Airport. Moreover, Donohudan has a large parking area that is needed to park big buses, and special big buses. Below is a map of Donohudan.

Picture 3.1
Map of Donohudan
Explanation:

A. Jeddah Building
B. Secretariat Office
C. Muzdalifah Hall
D. Mekkah Building
E. Madinah Building
F. Kitchen
G. Laundry
H. Workshop
I. Tohwaif Training Area
J. Sa’i Training Area
K. Jumroh Area
L. Mosque
M. Arofah Building
N. Parking Area
O. Parking Area
P. Arofah
Q. Shafa Building

From all buildings, Mekkah and Madinah buildings were the buildings that were used to stay the athletes and contingents. The total rooms of the Mekkah and Madinah building are 216 rooms with 33 VIP rooms in first floor of Madinah. Every room has 8 beds, except the VIP rooms, of which there are only two beds.
B. Activities During Job Training

The Human Resources in Donohudan athlete village were divided into six kinds of assignment. They were: Liaison Officer (LO), Volunteer (VO), House Keeping (Room Attendant), House Keeping (public Area Attendant), Laundry Service, and Caretaker. In those six kinds of job, the writer was positioned as Volunteer. To become a volunteer the writer went through some processes. First, the writer sent an application letter and proposal, attended the interview session and the training sessions. There were two kinds of activities that were done: The activities before the event (preparation) and the activities during the event.

1. Activities before The Event (preparation)

The writer had many several activities before the event. He did preparation in order to make this event successful. The activities of the writer began from November 18, 2011. On November 18, 2011 the writer got training before facing the event day. The training was held in House Danar Hadi for 7 hours. In the training, the writer got explanation about Asean Para Games and the job description. In this training the writer was not told where he would be positioned, because it was about the job description as general.

A week after that training, the writer was called again to get the information for his task in the assigned area. The writer was lucky to be positioned as an athlete village volunteer under Gamal’s control. In Donohudan athlete village, the writer would be able to directly communicate and interact with the athletes and officials everyday during the event that would be held on 15-20 December 2011.
The volunteers itself were divided into venue volunteers, athlete village volunteers, official volunteers, and transportation volunteers.

After the writer knew where he was positioned, he had many meetings held by the coordinator. On December 10, 2011, two days before the athletes and officials from the participant countries came, we had some training to learn about the characteristics of participant countries. At that time, we also decided on which floor and which building we would be focused. The writer was positioned in the third floor of Mecca under Adi Setyawan’s control.

2. Activities during Event.

In the outline, volunteer in Donohudan athlete village has job descriptions as following:

1. Help in the process of checking in and checking out in the athlete village.

2. Help in the consumption station to tell the athletes or officials when it came dining hours.

3. Help in the distribution of the meals that have been ordered by athletes or officials.

4. Help in the collecting and distributing process of laundry.

5. Being ready to help athletes anytimes.

6. Being responsive toward any conditions.

The writer did not have difficulties to do the job description in point 1-4, but for the point five and six everything was unpredictable. The
writer had to be ready in any conditions. Everyday the writer had a new challenge. The explanations of the job description are below:

1. Check in Process

The event was held on 15-20 December 2011 but for athlete village like the writer must standby from December 12, 2011 because at that time several participant countries would arrive in Solo. At that day, we had jobs to check the facilities in the room and helping a check in process. The countries that arrived at that day were Laos, Cambodia and Indonesia.

On December 13, all of countries arrived in Solo with difference time. The writer and some Liaison Officer picked up The Philippines athletes and officials from Adi Soemarmo Airport to Donohudan Athlete Village at 11 am.

2. Dining Hours

<table>
<thead>
<tr>
<th>Location</th>
<th>Activities</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athlete Village / Hotel</td>
<td>Breakfast</td>
<td>06.00-09.30</td>
</tr>
<tr>
<td></td>
<td>Lunch</td>
<td>11.30-15.00</td>
</tr>
<tr>
<td></td>
<td>Dinner</td>
<td>17.00-22.00</td>
</tr>
<tr>
<td>Venue</td>
<td>Lunch / Dinner (if needed)</td>
<td>11.30-15.00</td>
</tr>
</tbody>
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At dining time, the writer helped the Liaison Officer to distribute order card to officials or athletes. Order card was used by officials or athletes to order meals when they were not in the Donohudan athlete village, for example when the athletes were in venue.

Buffet was a system of serving meals that was used in Donohudan, so the writer did not have difficulties in this time because everything related with meals had been handled by catering service.

3. Laundry Process

Laundry process was the time where the laundry services took the clothes of athletes or officials. The laundry services started from 7 pm till complete. The writer served by taking the athletes or officials clothes. The writer also supervised the process of counting the clothes. Errors from the laundry services often happened at that time, which caused many complaints from the athletes or officials. In this situation, the writer were required to be able to ensure that everything went well.
4. Guiding

In the free time the athletes used to go to some places. Everynight they wanted the writer to guide them to interesting places, near or far enough from the village. There were many souvenir sellers in front of Donohudan and it drew interest of the athletes or officials to buy. Here, the writer became a bridge between the seller and athlete.

On December 20, 2011 there was a tour agenda and some athletes from The Philippines asked the writer to join with them. Based on the tour agenda at that time, the trip was to go to Borobudur Temple.
C. Organization Structure of the Human Resources

Based on the following diagram, the writer was a volunteer working under the supervision of Riza Agustine as coordinator in Field Servis.

![Diagram of Human Resources Organization Structure](image-url)

**Picture 3.2**
Diagram of Human Resources Organization Structure

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D. The Importance of Human Resources in ASEAN Para Games

An International event like ASEAN Para Games needs a good cooperation from all aspects. Human Resources are one of some important aspects. The roles of human resources help the event to be successful. Based on the explanation in the training, Human resource can be active or passive. “Active” means that human resources who involves in the event and “passive” means human resources who do not involve in the event. The writer is included in to active human resources because he directly involved in the event. That is why NPC did the recruitment for this event. Specific roles of human resources are:

1. Imaging

In Donohudan athlete village, everything was situational and unpredictable. The writer should be ready any times when the athlete or official needed him. Moreover, Donohudan athlete village was lack of preparation. Consequently, there were many errors happened. For example when there were some rooms with leaky roof. Obviously the athletes and officials complained the error, and the writer became the first person that faced them. The writer had to convince them that everything went well. That was the task of the writer as human resources to create a good image for Solo as the host city.

2. Introducing and Promoting

When the writer was guiding the athlete or officials, indirectly he did a promotion and introduction about Solo to them. The writer tried to introduce Solo as Cultural city by inviting and asking them to enjoy
culture performance, which was held on 13-21 December 2011 at the hall of the Athlete village Donohudan. Not only for Solo, another tourist attractions in Indonesia like Borobudur Temple, and tourism in Karanganyar were also promoted.
CHAPTER IV

CONCLUSION AND SUGGESTIONS

A. Conclusion

From the discussion in the previous chapter, it can be concluded that Human Resources have important roles in an International event like ASEAN Para Games. The writer is lucky to be able to participate in 6th ASEAN Para Games 2011 in Solo. As a volunteer that had many activities, the writer had responsibility to assist the athletes and officials of participant Countries. Directly, the writer could meet the athlete and had conversation with them. The writer was also as a front liner. When there were problems in Donohudan, the writer and other volunteers were the first people who faced them. In this case, the writer was required to be able to keep the good reputation of our country. The writer had two main points about his activity during the job training.

1. Activities Before the event

To organize an International event needs a good preparation, this is why the writer and other volunteer had many activities before the event was held. Based on the discussion in the previous chapter the writer concludes that 6th Asean Para Games have less preparation.

2. Activities during the event

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The writer had played his roles. He served the athletes and officials in Donohudan Athlete Village. He also guided and assisted the athletes and officials during the event. Over all, the event went well, there were no big problems happened during the event. Moreover, the writer and some athletes still keep in touch via social networking.

This international event would not go well without a good cooperation from many aspects. Based on the explanations above, the importance of human resources are to introduce and promote our tourist attractions in order to be known by the other countries. In his task to promote and introduce tourist attractions of Solo, the writer should be friendly to create a good image for Solo. Because there were many athletes and officials participating in this event, there were also many human resources needed to serve those athletes and officials. That’s why human resources were very important in ASEAN Para Games 2011 Solo.
B. Suggestions

Based on the conclusion, the writer has some suggestions for:

1. Government
   a. To develop the tourism, government should pay attention to the potential tourist attractions.
   b. To participate in the effort of promoting the tourist attractions by providing good facilities.

2. Human Resources in Asian Para Games 2011
   a. To support the effort of Volunteer and Liaison officer in creating a good image about Solo.
   b. To support the Government in developing tourist attractions.
   c. To keep the tourist attractions that already exist.