

THE ROLE OF GUIDE AND LOCAL GOVERNMENT IN IMPROVING TOURISM ACCELERATION IN BANGKA BELITUNG

Zulfikri B. Rasuan¹

Abstract: *This research report is designed to find and investigate the function of tourist guide and local government in improving tourism acceleration in Bangka Belitung Province. After getting information from many resources, the writer can make conclusion what the problem of the hotel are in increasing tourist to come to Bangka Belitung province for enjoying panorama and beach. The writer got information from hotel manager the writer considered it's a problem because as far as the writer knows the quality and quantity of beach and panorama in Bangka Belitung is very excellent but less of promotion. How to solve this problem? eventhough the number of local guest increase but the guest from abroad so little. The roles of local guide and government are very important because their roles really need to increase the Bangka Belitung tourism. The writer thought how to make a link in the other country like Singapore or Malaysia because from these countries there are many tourists and businessmen want to make conference or just want to spend their holiday in staying in hotel of Bangka Belitung. They can come to Indonesia and especially in Bangka Belitung province by using a special ship from Singapore to Bangka Belitung Province. So Bangka Belitung should build a special harbour for it. And the writer thought it is a way to make Bangka Belitung familiar as tourism province in the world.*

Keywords: Tourism, guide, Local Government, Travel agent and Managers

A. BACKGROUND OF THE STUDY

Bangka Belitung is one of provinces in Indonesia which has potential tourism resorts. It includes two large islands, Bangka and Belitung, and several smaller ones, which lie east of Sumatra, northeast of South Sumatra province. Bangka Belitung (BABEL) Islands province is the 31st Province in Indonesia, one of the newest provinces. Bangka Belitung got it's approved as a new province in 2001 separated with south Sumatra. That acknowledgement is because of the people struggle. The region that was a great tin mines, now already to reach the new phase in its life. It provisioned with the beautiful of nature, and the uniquely of culture, Bangka Belitung step to the better future.

Supported by the "Serumpun Sebalai" spirit and abundant natural resources, it has been expecting a greater role to speed up the island region's development,

¹ Dosen Tadris Bahasa Inggris

namely Bangka regency, Belitung regency and Pangkal Pinang city through cooperation development. That potency of culture and tourism is also supported by its strategic location that in the traditional ceremony and religious ceremony. One of the ceremonies is Rebo Kasan Ceremony that done by Air Anyer village people. It is believed that one day of a year, the God give His 320,000 angels in the world. The people must together to pray. This ceremony was held in the beach, but now can connect with other interesting area. The sea transportation that become the most accessibility in Bangka Belitung Island, is support its economics activities among the Islands.

The richness of Bangka Belitung Island of nature and tin mines until its maritime rich, make Bangka Belitung a magnet for the new comers to get a better life. A Balinese countryside is found in this Island named Giri Jati village, complete with all of Bali culture that remembering us to Bali Island. Beside Bali tribe, we also can found Bugis tribe that adds the various cultures in Bangka Belitung Island. This Bugis tribe can be found in the fishermen village at Tanjung Binga. Otherwise, the original tribe, Melayu culture has strong influence on, it held in the mosque then continued to the beach. Formerly, this ceremony become the people party with its star party is 'Dambus' art.

As one of the tourist destinations in Indonesia, Bangka Belitung Province needs to promote and inform its objects and tourist attractions to the world. Therefore, some steps of policies and strategies in supporting and responding to the government plan of tourist expansion have been taken. In the recent years some tourist objects of this region's assets have been more and more improving, increasing and developing to attract either domestic or foreign visitors.

Tourism development cannot be separated from the government's role in supporting the improvises from various industries, especially in hospitality industry guidance in pushing fast development not only in tourism world but also Bangka Belitung's development, especially Pangkal Pinang, Sungai Liat, Belinyu and Belitung. Guide as one of hospitality industries is a factor support in tourism development successful, because guide attendance in the middle of tourism development dilemma absolute existence. As we know that guide is a person who leads a group, gives

information, guides and gives suggestion to tourists in doing their activities such as: visiting the tourism object, tourism attraction, shopping, collinear etc (Suyitno: 2004).

From the description above, it clear that guides have important role for tourism of Bangka Belitung itself. Guide also gives much contribution for the tourism. Therefore, on the executing it should be done effectively based on the service standard which is allowed in technical guiding. This successful process also should be supported by human resources which has good qualification and skills. Service standard is made for the guiding to do the executing, so it could give good impression for the tourists. Bangka Belitung government has a of 2010 Year of visit to Bangka Belitung island or Visit Bangka Belitung Archipelago 2010.

For that reason, the writer is interested in making a research proposal entitled **“The Role of Guide and Local Government in Improving Tourism Acceleration in Bangka Belitung Province “**.

B. FORMULATION OF THE PROBLEMS

The problems of this study are:

1. What are the functions of foreign tourists guide in improving tourism in Bangka Belitung province?
2. To what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province?
3. To what extend the role of local government in accelerating the tourism development in Bangka Belitung province?

C. SCOPE OF THE STUDY

To keep this study to be focused on the main problems, the researcher limits the discussion scope on the functions of foreign tourists guide in improving tourism in Bangka Belitung province, the role of foreign tourists guide in improving tourism visits in Bangka Belitung and the role of local government in accelerating the tourism development in Bangka Belitung province.

D. PURPOSES OF THE STUDY

1. To know the function of foreign tourist guide in improving tourism in Bangka Belitung province
2. To know the role of foreign tourist guide in improving tourist visits in Bangka Belitung province
3. To know how far the local government support in increasing tourists in Bangka Belitung Province

E. LITERATURE REVIEW

This session delineates the theoretical foundation that might consist of, tourism, Bangka Belitung Tourist,

1. Tourism

According to Kusmayadi (2002) Tourism is traveling for predominantly recreational or leisure purposes, and also refers to the provision of services in support this act. As industry moved in service aspect, it has to attract tourist to determine how far the succeed of tourism development itself.

Hunziker (1994) also derived different categories of tourism by combining the 3 basic forms of tourism. They are:

1. Internal tourism, which comprises domestic tourism and inbound tourism
2. National tourism, which comprises domestic tourism and outbound tourism
3. International tourism, which consists of inbound tourism and outbound tourism

From those definitions, it is shown that tourism is service industry that needs hospitality and specific ability, especially to attract tourists and they have great contribution in tourism development.

Cartwright and Yip (2003) defined other forms of tourism, also known as niche tourism, have been becoming more popular, particularly:

1. Adventure tourism: tourism involving travel in rugged regions, or adventurous sports, such as mountaineering and hiking (tramping).
2. Cultural tourism: includes urban tourism, visiting historical or interesting cities, and experiencing their cultural heritages. This type of tourism may also include

specialized cultural experiences, such as art museum tourism where the tourist visits many art museums during the tour, or opera tourism where the tourist sees many operas or concerts during the tour.

3. Coastal Tourism involves tourist products located along Coastal Environments due to the limited extent of coastal environments they often are amongst the first places to experience tourist congestion for a region.
4. Disaster tourism: traveling to a disaster scene not primarily for helping, but because it is interesting to see. It can be a problem if it hinders rescue, relief and repair work.
5. Health tourism: usually to escape from cities or relieve stress, perhaps for some 'fun in the sun', etc.
6. Hobby tourism: tourism alone or with groups to participate in hobby interests, to meet others with similar interests, or to experience something pertinent to the hobby. Examples might be garden tours, amateur radio Expeditions, or square dance cruises.
7. Medical tourism, e.g.:
 - For what is illegal in one's own country, such as abortion or euthanasia
 - For advanced care that is not available in one's own country
 - In the case that there are long waiting lists in one's own country
 - For use of free or cheap health care organizations

As a service industry, tourism has numerous tangible and intangible elements. Major tangible elements include transportation, accommodation, and other components of a hospitality industry. Major intangible elements related to the purpose or motivation for becoming a tourist, such as rest, relaxation, the opportunity to meet new people and experience other cultures, or simply to do something different and have an adventure.

Tourism is vital for many countries, due to the income generated by the consumption of goods and services by tourists, the taxes levied on businesses in the tourism industry, and the opportunity for employment and economic advancement by working in the industry. For these reasons, government agencies may sometimes

promote a specific region as a tourist destination, and support the development of a tourism industry in that area.

E.2 Bangka Belitung Tourism

Tourism development in Bangka Belitung nowadays has felt go forward enough. One of tourism objects in Bangka Belitung, such as Pasir Padi, Tanjung Pesona, Matras Beach, Parai Beach and Hotel etc. they are very beautiful place and their panorama are nice. Those objects are famous not only in this country but also abroad.

Therefore, all kind of constructions have been done by government as effort to improve tourism of Bangka Belitung. One of government plan is Bangka Belitung Archipelago 2010 that is expected to increase the number of tourist and also introduce Bangka Belitung as a Water Tourism City.

Bangka island in Bangka-Belitung (Babel) province undeniably has marine tourism and historical attractions in abundance

"Besides marine tourism, historical attractions also have a great potential to attract and increase the number of domestic and foreign tourists to visit the island," Pangkalpinang culture and tourism office spokesman Ahmad Elvian said in Pangkalpinang. The historical attractions on Bangka island, according to Ahmad, are among others Museum Timah (Tin Museum), Rumah Residen (Resident`s House), Dutch Cemetery, Perigi Pekasem (Pekasem Well), and Tugu Pergerakan Kemerdekaan (monument of independence movement). "Museum Timah used to be the house of Bangka Tin Winnig (BTW) workers, and the venue of meetings between Indonesian leaders and the Dutch government before the Roem-Royen conference," he said. But Ahmad said the house at present had become the tin museum where visitors could learn about the history of tin mining in Indonesia.

Choirul Amri Rani said. According to him Batu Rakit Beach was potential enough to be developed into a family sport and recreational object. "We have prepared the entertainment supporting facility at the beach for tourists and local community to enjoy," Choirul said, adding that the local government had also renovated the Menumbing Resthouse for tourists. He said Menumbing rest house

had historic value because the house used to be the residence of Bung Karno and Bung Hatta when they were exiled to Bangka island during the Dutch colonial era.

"Visitors can enjoy the original state of the house in a more comfortable atmosphere because we have renovated it," Choirul said. According to him, the third tourism object in Bangka Barat was Dendang hot springs in Kelapa sub-district. To introduce the three tourist objects, he said, the Bangka Barat district government would continue to make familiarization through photos and brochures. With continuous familiarization, we hope many domestic and foreign tourists will come to Bangka Barat," he added.

To support the tourism industry on Bangka island, Babel transportation office spokesman M Ilyas said the runway of Depati Amir airport in Pangkalpinang was being extended and expected to be completed at the end of this year.

Geographically

Bangka Belitung province is located between 104°50' - 109°30' East Longitude and 0°50' - 4°10' South Latitude, with its total area of 81,724.54 km. Territorial waters certainly is a region that dominates the whole areas of this province 81,724.54 Km area, 65.301 Km or 79.90% is the water area. Meanwhile the rest island that consist of the islands by 1015 the number of islands, which include 2 large islands of Bangka and Belitung Island.

Population

In 2001, Babel's population was 920,729 consisted of 462,640 men and 458,089 women. The biggest population among the regencies was Bangka regency, 583,841 people, while the most density population was Pangkalpinang City, with its 1,396 people/km. In 2001, the growth of population reached 1.49 % per annum averagely. Labor. In 2000, its labor force recorded as many as 100,825 people.

Accommodation and Transportation

Some places that could be another choice between staying in the Belitung Islands such as in Lor in, a resort hotel which is right on the beachfront of Tanjung Tengg. In downtown Pangkalpinang, Bangka there are many hotels choices enough

like Bumi Asih, Centru, Jati Wisata, Sabrina, Wisma Jaya. Whereas if the Tourist choose a beachfront hotels is Serrata hotel in Pangkalpinang and like Parai Beach Resort, Tanjung Pesona hotels.

Souvenirs

To bring gifts for the family and relatives you have many choices. Some souvenir product are available in s separate place. In the Pacific Islands have become the objects of gifts required course Batu Satam. Some kind of blackbody stone is said to have originate from celestial body fragments.

E.3 Tourist

By considering the importance of tourist who has big contribution in tourism development, then there is specific definition about tourist. According to Harold (1994) tourists are people who travel and stay in places outside their usual environment for not more than one consecutive year for leisure, business, and other purposes not related to the exercise of an activity remunerated from within the place visited.

Tourism can be defined as the act of travel for the purpose of recreation, and the provision of services for this act. A tourist is someone who travels at least fifty miles from home, as defined by the World Tourism Organization .

Many sovereignties, along with their respective countries and states, depend heavily upon travel expenditures by foreigners as a source of taxation and income for the enterprises that sell (export) services to these travelers. Consequently the development of tourism is often a strategy employed either by a Non-governmental organization (NGO) or a governmental agency to promote a particular region for the purpose of increasing commerce through exporting goods and services to non-locals. Sometimes *Tourism* and *Travel* are used interchangeably. In this context travel has a similar definition to tourism, but implies a more purposeful journey. The term *tourism* is sometimes used pejoratively, implying a shallow interest in the societies and natural wonders that the tourist visits.

E.4 Guide

According to Kesrul (2004) The term “Guide” refers to an agency for directing or showing the way, specifically a person who leads or directs a stranger over unknown or unmapped country, or conducts travelers and tourists through a town, or over buildings of interest.

Suyitno (2004) classify guide based on aspect in this below:

a. According to working scope:

1. Transfer guide is a guide who has responsibility in picking up the guest in airport, harbour and station to hotel or otherwise also picking up the guest from hotel to other hotel.
2. Walking guide is a guide who has responsibility in guiding on tour.
3. Local guide / expert guide is a guide that his activity special in guiding tourist about object or particularly tourism transaction. For example: museum, agro tourism, river rafting, history building etc.
4. Common guide is a guide that must be able to do activity like transfer and tour.

b. According to Status

1. Payroll guide is guide who has status as official of travel agent by getting salary besides commission and tip that he receives from tourist.
2. Part time / free lance guide is a guide who works in travel agent and free on doing his activity based on tourist request or bound of certain travel agent that need him.
3. Member of guide association is a guide who has status as participant from guide association and doing his job based on assignment from that association.
4. Government official is an official who works in giving information to guest about activity, object building or certain region.
5. Company guide is official in a company who works in giving explanation to guest about an activity or company’s object.

b. According to tourist characteristic

6. Individual tourist guide is a guide who special guiding individual tourist.

7. Group tourist guide is a guide who guiding group of tourist.
8. Domestic tourist guide is a guide who guiding domestic tourist.
9. Foreign tourist is a guide who guiding foreign tourist.

From those definition can be seen that guide can be called as center of tour or transfer, because he is someone who can motivate and turn lights the situation, so that tourist really satisfied and get amazing moment. He has big responsibility for promoting his country to the world. Therefore guide should understand the organ or other component that can create that experience.

E.5 The Role of Local Government in Supporting Tourism Resort.

E.5.1 The Role

The role of local government in this case very support in tourism resort because they have a power to make the tourism area develops. They are :

- 1) Establishing a ‘whole government’ agenda for tourism development is rarely achieved : this applies both between departments at national level and between national and local government
- 2) How can other department of government engaged in this issues at tourism development? Ministries of tourism are often seen as junior players in government at it can be very difficult to engaged ministries of finance, trade and industry. In cross government efforts to harness tourism for development
- 3) Tourism is often seen as an industry which benefit elites, when people look at the industry, they see hoteliers and tour operators, they see wealth. How do we raise awareness in government, and amongst national decision makes in other sectors, about the contribution which tourism makes to local livelihoods and engage them in joint initiatives to increase the local economics development and poverty reduction impacts ?
- 4) Tourism is mentioned in some national Poverty Reduction Strategy Papers (PRSPs) but there is little referencing between national tourism policy and poverty reduction strategies.

E.5.3 The Benefit for Bangka Belitung

After several years, private tourism sectors as well as the Bangka Belitung government, realized that the development of tourism in this country is not only beneficial but has also its negative impact, such as: environmental degradation, economic gap between those related to the tourism business and those who are not, cultural degradation, etc. Massive development of high rise hotels, roads and infrastructures, along with changing use of the land, etc. for the purpose of tourism, have resulted the serious degradation of the environment. Some of these impacts will be described in the case studies.

As tourism developed, profit-seeking investors have come. Their fresh capital enabled them to own most of the resources, and eventually expel the local community from their own land. This left them with choices of either stay as farmers in less-fertile and smaller size of lands, or taking other jobs such as small merchants, providing services to the tourism activities, etc

As will be described in the case of Bangka Belitung Province

E.5.2 Policy

National policy on development of tourism is based on a long-term plan of development. During the last 32 years, a centralized development policy, including the tourism, was adopted. As a result, many provinces of Indonesia were not optimally and equally developed. The growth of tourism had been lower than that of neighboring countries in ASEAN, a surprising fact when taking into account the richness of Indonesia's "tourist attractions".

Recent development shows increasing efforts by the central government to work together with the local government to identify, develop and promote potential tourist destinations other than Bali. Along with the increasing awareness of nature protections, which will attract special tourists to visit Indonesia, the government has also introduced regulations on environment which are related to the sector of tourism.

Implementations of those regulations include the effort to apply environmentally friendly standards for the operations of hotels in Indonesia. The government has planned to include hotels in point 5 above, which include the evaluation of

environmental management with the use of rating through colored labels starting in 1998, as follows:

One effort of the government to prevent pollution is by providing incentives through the Program of Soft Loan for Environment from Overseas Economic Corporation Funds on Pollution Abatement Equipment. This program is designed to encourage the installation of pollution management units in some businesses of which the operations are potentially damaging the environment. The soft loan with a period of 3 to 20 years is expected to answer the problems of high cost of investments in waste processing units faced by domestic investors.

The variety of government plan to attract tourist for coming to this Bangka Belitung also may support by related tourism sector. Tourist who has desire to visit Bangka Belitung should be given the ease in all sector especially service sector. Therefore the function of guide is much needed. Here, guide is ambassador of his city that has job to promote his city as well as possible to tourist.

E.6. The Function of Guide in improving tourism in Bangka Belitung

From description above, it can be known that guides have important role not only for foreign tourists but also for domestic tourists in Bangka Belitung itself. Guide gave great contribution for the tourism successful; therefore guide attendance in the middle of tourism development dilemma absolute existence. By professional service ability and good hospitality can create the satisfaction for tourists and can support government plan for becoming Bangka Belitung as one of tourism destinations in Indonesia. But the guides must have many competences.

E.7 Bangka Belitung Province Travel Guide

Bangka-Belitung Province, better known as Babel, is one of Indonesia's smallest provinces. It consists of the two main islands of Bangka and Belitung that lie off the east coast of southern Sumatra. The province is nice and quiet with great beaches.

The first and largest island you come to from the shores of Sumatra is Bangka, with Pangkal Pinang as its capital and the subsequent capital of the province.

This is the busiest town and has the best tourist facilities although the beaches of nearby Sungai Liat (50 km north) are the main draw. Matras and Parai Tenggara beaches boast white sands, clear blue waters and great swimming.

F. RESEARCH METHODOLOGY

As this study attempted to explore and investigate the role of guide and local government in improving tourism acceleration in Bangka Belitung province, case study was the appropriate design as research approach. Therefore, the researcher tried to answer three questions about the functions of foreign tourists guide in improving tourism in Bangka Belitung province, to what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province, and what extend the role of local government in accelerating the tourism development in Bangka Belitung province.

F.1 Research Design

This research used qualitative approach through case study design. The next step was developing themes or categories. The category was developed from the consistency of the findings and related to the previous theories and related findings (Merriam, 1988: 133). Once the main categories were established and all data were coded. These main categories were grouped into sub categories to facilitate the presentation of data for each category.

F.1 Research Site and Participants

The research scope of this final report was conducted by the writer at Pasir Padi Beach, Tanjung Pesona Beach, Parai Beach and Tin Museum in Bangka Belitung Island. Participants in this research are some guides and hotel managers at Serrata, Tanjung Pesona, Parai hotel and beach and travel agent in Pangkal Pinang.. They are 30 persons that completely can be seen on this table.

Table I : Sum of guides at some Hotels and Beaches and travel agent in Bangka Belitung Province

Place	Person
1. Tarvel Agent	10
2. Tanjung Pesona Beach Resort	10 10
3. Parai Hotel and Beach	
Total Sum	30

For the sample, the writer chose only ten persons taken from those places randomly by technique “stratified random sample”. It’s a sample procedure in inside the sample member is chosen randomly from group that created those population.

F.2 Type and Data Resources

All of the data in this final report consist of two types. They are primary data and secondary data. Primary data can be done by using observation and interview. It uses supporting instrument in collecting data like questionnaire. Secondary data is taken from noted resources like books, magazine, journal, document, file and photos (Ir. Kusmayadi, 2000: 150), especially about guide’s function in improving tourism in Bangka Belitung.

G. Data Collection

G.1 Direct Observation

In this report the writer did direct observation to Pasir Padi Beach, Tanjung Pesona Beach Hotel Parai Beach Hotel and Travel Agent where’s guide doing their activities like guiding tourist and leading a package tour. So that, all the data that has been collected can be processed into optimal result.

G.2 Questionnaire

This step is done by spreading out some of questionnaire to all society, travel agent and other institutions that related to guide about the function of guide in improving tourism of Bangka Belitung City. Data collection by using this

questionnaire consist 20 questions that must be filled and done by five delegation guides of each place.

G.3 Documentation

This method is called as content analysis Mirza Fansyuri (2002: 73). It is used to collect data from note resource like book and file about Pramuwisata Professional, Menjadi Pemandu Wisata Pemula, Metodology Penelitian Dalam Bidang Pramuwisata, etc.

H. Data Analysis Method

Data collection is processed by using descriptive method. This research is done as objective as possible and based on fact or real data where those data be analyzed and descript as evidence of data result which has been taken.

In this chapter, the writer presents the research result and discussion from The Function of Guide in Improving Tourism in Bangka Belitung.

I. Research Findings and Discussion

This section devotes to the discussion on some aspects to do with the findings of the study which were obtained through interview, questionnaire, and documentation analysis. Data presentation and discussion of this study were simultaneously presented in this section. Then, the findings are discussed and interpreted by comparing them with some theoretical foundations and related research findings which are reviewed in the previous section of this research report. In this study, the data were analyzed based on three research questions. First, what are the functions of foreign tourists guide in improving tourism in Bangka Belitung province. Second, to what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province, and the last is to know what extend the role of local government in accelerating the tourism development in Bangka Belitung province. Therefore, direct observation, interview and questionnaire might be hoped to answer three research questions above.

I.1 Data From Interview

This section will present the discussion of data from interview. The data might consist of several topics based on the research problems in which become the main focus on this research, they are the functions of foreign tourists guide in improving tourism in Bangka Belitung province, to what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province and the role of local government in accelerating the tourism development in Bangka Belitung province.

I.1.1 Function of Tourist Guide

Tour guide is a person who guide visitors in the language of their choice and interprets the cultural and natural heritage of an area. Tourist Guide provides assistance, information and cultural, historical and contemporary heritage interpretation to people on organized tours, individual clients, educational establishment, at religious and historical site, museums and venues of other significant interest. They have a recognized national or national tourist guide qualification.

To meet the qualification above, Makofsky (2009) stated:

“a tour guide functions as an intermediary between a tour group and an unfamiliar place. Tour guide typically maintain files of information about sights and destinations. Some tours guides also speak multiple languages, at least enough to make arrangements, ask questions and engage in pleasantries. Tour guides also help resolve issues ranging from small problems, such as lost luggage, to major emergencies, such as evacuations for medical care”.

However, in Bangka Belitung province the qualification of guide really needed because they are very important in developing tourism resort and the hotels management should have strategy to enriching their knowledge of Bangka Belitung tourism resort.

I.1.2 The Role of Tourist Guide

Tourist guides have a big contribution in increasing tourism resort in Bangka Belitung province. They can increase the economic income for Bangka Belitung society. They do the same activity day in day out, such as those who are posted at historic site to share trivia and answer the question. Other tour guide may take groups via bus or van to interesting sight. Some tour operators do thematic tours for special interest group. Some tours are also drivers and may have a taped commentary they play while navigating groups to various spots.

Relevant with the findings above, Holloway (1981) and Pastorelly explain that:

“the role of the tourist guide is complex and diverse, consisting of numerous sub roles; information provider, social facilitator, cultural host, motivator of conservation values, interpreter, of the natural and cultural environment, people mover. The other roles and responsibilities of tourist guide as are teacher or instructor, safety officer, ambassador for one’s country, public relations representative or company representative, entertainer, problems solver, confidant and counselor”.

From the research theory the writer agree with the hotel statement that, the role of guide is very needed by hotel because guide role can make the tourism and resort increase in its income and increase the income of Bangka Belitung community province

I.2.1 The Head of Tourism and Culture Service Department

The researcher got information from the head of tourism and culture service department that, they have tried to improve tourism acceleration in Bangka Belitung province by giving the workshops and seminar to increase the quality of hotels and gave support in hotels as representative of government. And from the data that accepted by researcher from 2003 up to 2009 the increasing of Hotel’s guest is significant. But to introduce the Bangka Belitung Hotel resort to international world is not easy because it needs a deal and MOU with agent in Singapore. And of course they have to provide a harbor in Tanjung Pesona Resort, or Parai Beach Hotel,

because the sea transportation from Singapore to Bangka Belitung is easier than air transportation.

I.2.2 The Head of Travel Agent

From the interview with the head of travel agent, the researcher got some data about developing of guide's ability in speaking English language, Chinese language and Japanese Language. Beside that, the tourist guides need to know more about Bangka Belitung province, beaches in Bangka Belitung, hotels, and interesting places. The guide must be qualified in giving information to tourist and of course they must have a certificate or license from Bangka Belitung government.

I.3 Data from Questionnaire

This section presents the discussion of data from questionnaire. The data from questionnaire was needed to support and confirm the data from interview which generally focused on the functions of foreign tourists guide in improving tourism in Bangka Belitung province, to what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province and the role of local government in accelerating the tourism development in Bangka Belitung province.

I.4 Data from Observation

This section will present the discussion of data from observation which are also needed to support the data from questionnaire and interview.

The researcher found the data from observation in Pasir Padi Serrata Hotel, Tanjung Pesona Hotel, Parai Beach Hotel, Bella Wisata Travel agent and office of Tourism and Agriculture. The researcher got the data from the Hotels about the number of Villa, the facilities of hotel, and how may employees in each hotel. Even the finance of hotel too. And in the travel agent the researcher got information how to receive the tourist, give them information about the hotel resort in Bangka Belitung Province and gave them information about the interesting Places in order to make them comfortable in doing their vacation.

J. Conclusion and Suggestions

J.1 Conclusion

The conclusion consists of some points regarding to the research questions, findings, and discussions presented in the previous section. The problems of the present study include the functions of foreign tourists guide in improving tourism in Bangka Belitung province, to what extend the role of foreign tourists guide in improving tourism visits in Bangka Belitung province and the role of local government in accelerating the tourism development in Bangka Belitung province.

The functions of foreign tourists guide in improving tourism in Bangka Belitung province A tour guide functions as an intermediary between a tour group and an unfamiliar place. Tour guide typically maintain files of information about sights and destinations. Some tours guides also speak multiple languages, at least enough to make arrangements, ask questions and engage in pleasantries. Tour guides also help resolve issues ranging from small problems, such as lost luggage, to major emergencies, such as evacuations for medical care. In Bangka Belitung province the qualification of guide really needed because they are very important in developing tourism resort and the hotels management should have strategy to enriching their knowledge of Bangka Belitung tourism resort.

Tour guide should know how to tell stories and share information in an interesting way, even though they may be repeating similar information through out the day. The role of the tourist guide is complex and diverse, consisting of numerous sub roles.

The role of local government in accelerating the tourism development in Bangka Belitung province is very needed because it has the good strategy in increasing tourism resort by giving its support to the hotel. Local government has to promote whatever Bangka Belitung tourism and resort has and to make Bangka Belitung be familiar in International world.

J.2 Suggestion

From the conclusion above, there are some suggestions that might be recommended to whom have responsibility with this problem. Based on the data from observation, interview, and questionnaire

The researcher gave some suggestion to the tourist guide about how to increase the acceleration tourist and tourism resort development visitation:

1. The tourist guide must have a good competence in guiding tourist traveling in the tourism resort in Bangka Belitung province. In tourist invitation they have a big responsibility.
2. The guide who helps tourist tourists to move forward by selecting and interpreting cultural peculiarities since as a symbol specialist he or she offer explanation or hardly available signs.
3. Tourist guide show and interpret local cultural heritage, living culture and cultural identify of a destination and therefore represent cultural mediators, of whom a customer expect to show sensibility towards their own culture as well as the guest's. It is part of the ambassador responsibility of contemporary guides. In that sense, those who are bicultural are most successful and competent than participation in two different cultures, such as education or longer period of time spent abroad.

And finally for hotel and travel agent the researcher gave suggestion to increase the tourists visitation they have to promote and give a good service for tourist. For further more, hotel and travel agent must have a good strategy to make tourists stay long time in Bangka Belitung Resort hotel.

REFERENCES

- Cartwright and Yip. 2003. *Travel Weekly*. MIT Sloan Management Review
- GoodWin 2009 International seminar in Jakarta. *Tourism and Resort*
- Hunziker. 1994. *Grundriss der allgemeinen Fremdenverkehrslehre*. OCLC
- Holloway (1981) and Pastorelly. *Profesionalism in Tourism and Resort*
- Kesrul .2004. *Pramuwisata Professional*. Yogyakarta. Graha Ilmu
- Kusmayadi. 2001. *The Procedure of Torism and Travel*. Jakarta Publisher
- Mirza Fansyuri. 2002. *Methodology of Tourism and Library Research*. Jakarta:
PT Rineaka Cipta
- Maxwell, J.A. (1996). *Qualitative Data Analysis: A Source Book of New Methods*. London:
Beverly Hills.
- Miles and Huberman, (1984) *Qualitative Research Design: An Interactive Approach*.
London: Sage Publications, Inc.
- Merriam, S.B. (1998). *Case Study Research in Education: A Qualitative Approach*. San
Francisco: Jossey Bass Publisher.
- Makofsky (2009) Tourism and Resort international seminar
- Suyitno. 2004. *Tour Guiding*. Jakarta. Graha Ilmu
- Taylor, J. S. and Bogdan, R. (1984). *Introduction to Qualitative Research Methods; the Search
for Meanings*. Canada. John Wiley & Sons, Inc.
- Wiseman, at al. (1993). *Research methodology 1: Issues and Methods in Research*. Australia:
Deakin University Press.
- Yin, R. K. (1984). *Case Study Research; Design and Methods*. London. Sage Publications,
Inc