

RANCANGAN *JOB DESCRIPTION TOUR LEADER OUTBOUND* DI KAPITAN
TOUR SURABAYA

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ABSTRAK

Kapitan Tour Surabaya adalah sebuah perusahaan jasa yang berdiri sejak tahun 1992 di Mataram, Lombok. Terdapat sebuah permasalahan yang terjadi di Kapitan Tour, yaitu *job description* pada Kapitan Tour yang tidak ada sehingga menimbulkan banyak permasalahan baru yaitu *miss communication*, kesalahan dalam melakukan pekerjaan, dan kurangnya kepuasan kepada pelanggan.

Pada Laporan Kerja Lapangan peran *job description tour leader* di Kapitan Tour Surabaya ini, peserta program *internship* sebagai *Departement tour outbound & tour leader* mengkaitkan pengalaman praktik kerja lapangan yang telah dijalani selama 216 jam kerja dikaitkan dengan teori *job analysis, job specification, job design, dan job description*.

Kata Kunci : *Job Analysis, Job Specification, Job Design, Job Description, Tour Leader*

*DESING JOB DESCRIPTION TOUR LEADER OUTBOUND IN KAPITAN TOUR
SURABAYA*

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ABSTRACT

Kapitan Tour Surabaya is a service company that established since 1992 at Mataram, Lombok. There's a problem experienced by the company, that it doesn't have a job description, resulting in miscommunication, errors in carrying out tasks, and low customer satisfaction.

There is a problem happening in the company, that a job description isn't that clear, resulting miscommunication, errors in carrying out tasks, and low customer satisfaction. The Internship Program Report specified the working experience for 216 hours at the Tour & Outbound Department under the Kapitan Tour & Travel. This experience will be related to theories such as job analysis, job specification, job design, and job description

Keywords : Job Analysis, Job Specification, Job Design, Job Description, Tour Leader

