

Interpersonal Skills Assistance to Support the Development of Live-In Based Educational Tourism Programs in the Kalibiru Tourism Village

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ABSTRACT

Excellent service assistance at the Kalibiru nature Pokdarwis which has been implemented by the PkM team from UNY in 2022 in the form of excellent visitor service training, management training, and online services based on joint reflection with the Pokdarwis and the community around Kalibiru nature tourism will provide an increase in the number of visitors in 2021 amounting to 22,422 in 2022 to 29,653. Apart from that, there was also a request for Kalibiru as an internship place which was then packaged as assistance from UNY. Continuing cooperation prioritizes interpersonal skills assistance to support the development of "live in" based educational tourism programs in Kalibiru Tourism.

Interpersonal skills assistance is carried out through tour management training and Interpersonal Skills training through the define, design, development and disseminate stages by the service team. The Interpersonal Skills (PIS) guide developed by the service then has been validated by experts. Participants in this training are a number of families who are housed in live-in homes, Kalibiru nature tourism guides and administrators, and Live-in partners with a total of 55 people. Evaluation uses a worksheet that has been prepared by the service and analyzed descriptively.

The results of the service are in the form of a validated interpersonal skills guide. Furthermore, as a result of the training, the output was obtained in the form of the Kalibiru Tourism Village having an understanding of tour visitor management which is structured systematically, neatly and according to its characteristics, a guide on Interpersonal Skills recorded in the IPR, the residents and MSMEs involved have good Interpersonal Skills. and ready to serve guests nicely. In future, dedication is needed to improve public speaking skills for administrators and local residents.

Kata Kunci: Interpersonal Skills, Tour Management, Guide, Tourism Village