

## CHAPTER I

### INTRODUCTION

#### 1.1 Background

*Taman Purbakala Kerajaan Sriwijaya (TPKS)* is one of tourism objects in Palembang, South Sumatra. According to Khoiri (2012, p.17), *TPKS* is about 4 miles from the centre of Palembang precisely in Jalan Syakhyakirti, Karanganyar, and Sub district of Gandus Palembang. It can be reached from the centre of Palembang city by taking public transportation of Tangga Buntung – Gandus Village.

Khoiri (2012, p.19–20), *taman purbakala kerajaan sriwijaya* has three main buildings. The first is a museum of Sriwijaya that saved relics of Sriwijaya Kingdom. The second is a hall like limas house that used for meeting. The last is a building that saved a Kedukan Bukit inscription.

Previously, *Taman Purbakala Kerajaan Sriwijaya* was formerly known as Karanganyar Site. It saved some relics of the Sriwijaya Kingdom. But, in 1989 the government of South Sumatra renovated and changed the name by *Taman Purbakala Kerajaan Sriwijaya*. It inaugurated on December 22<sup>nd</sup> 1994 as tourism object by President Soeharto.

According to Suwanto (2005, p.12), there are some factors that have to fulfilled at tourism object. Two of them are facility and infrastructure. Moreover, he mentioned that the infrastructure included all forms of construction on and below the ground. It included road, water supply, drainage, electricity. Finally, he mentioned that facility is the complement in the tourism object to fulfill the tourist's needs when they enjoying their trip. These include accommodation, restaurant, public facility, guide and shopping area.

According to Tjiptono (in Sulistiono 2010, p.116), facility and infrastructure are important to increase tourist satisfaction; if the facility and infrastructure provided accordance to requirements, the tourist will satisfy.

For this reason, researcher wanted to find out the correlation between facility and infrastructure to tourist satisfaction at *Taman Purbakala Kerajaan Sriwijaya* (TPKS).

### **1.2 Research formulation**

1. Is there any correlation between facility and tourist satisfaction at TPKS?
2. Is there any correlation between infrastructure and tourist satisfaction at TPKS?
3. Is there any correlation between facility and infrastructure to tourist satisfaction at TPKS?

### **1.3 Research Purpose**

1. To find out whether there is any correlation between facility and tourist satisfaction at TPKS.
2. To find out whether there is any correlation between infrastructure and tourist satisfaction at TPKS.
3. To find out whether there is any correlation between facility and infrastructure to tourist satisfaction at TPKS

### **1.4 Benefits**

For The Writer

The result could be useful for her knowledge about the correlation between facility and infrastructure to tourist satisfaction at TPKS.

For The Authority

The result could be useful for authority to *Taman Purbakala Kerajaan Sriwijaya* to know the correlation between facility and infrastructure to tourist satisfaction at TPKS.

### For The Students

The result could be useful for students in English Department Sriwijaya State Polytechnic as reference when they want to make a research about the correlation between facility and infrastructure to tourist satisfaction at tourism object.