

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

Based on the results and discussion, it can be concluded that the results showed that there was a significant correlation between facility and infrastructure to tourist satisfaction at TPKS and gave contribution of 39.6 %. It can be concluded that there was 60.4 % of the variance in tourist satisfaction contributed by other factors (tourism object attraction, safety and security and host at tourism object).

5.2 Suggestions

From the conclusions above, the researcher suggested that the authority of *Taman Purbakala Kerajaan Sriwijaya* should improve the facility especially for the canteen and souvenir shops because from the result of interview that researcher did, 90% tourists answered disagree if there is a good canteen at TPKS and 90% disagree too if there is souvenir that can be bought by tourist after visited TPKS. In addition, the Palembang Government should improve the infrastructure to TPKS especially for the condition of the road to TPKS because from the result of observation and interview that researcher did, 82% tourists answered disagree if the road to TPKS is good. If the authority of *Taman Purbakala Kerajaan Sriwijaya* wants to increase the tourist satisfaction, the authority should consider the facility and the infrastructure there, because facility and infrastructure has important role in improving the tourist satisfaction at *Taman Purbakala Kerajaan Sriwijaya*.

This kind of research only described the variables statically. It could not answer why and how facility and infrastructure correlates significantly to tourist satisfaction at *Taman Purbakala Kerajaan Sriwijaya*. Moreover, this current research could not answer the question why and how facility and infrastructure correlates significantly to tourist satisfaction at *Taman*

Purbakala Kerajaan Sriwijaya for the second time like in qualitative research.

Future studies are suggested to investigate why and how facility and infrastructure correlates significantly to tourist satisfaction at *Taman Purbakala Kerajaan Sriwijaya*. Furthermore, it is suggested that the future studies investigate other factors not examined in this research (tourism object attraction, safety and security and host at tourism object).