

## **FINAL REPORT**

# **EXPLORING TOURIST'S EXPERIENCES OF ACCESSIBILITY AND FACILITIES AT GELAM FOREST FANTASY**



**To fulfill one of the graduation requirements for the D-III English Study Program  
Politeknik Negeri Sriwijaya**

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**D-III ENGLISH STUDY PROGRAM  
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2025**

## APPROVAL PAGE

The Final Report titled:


**EXPLORING TOURIST EXPERIENCES OF ACCESSIBILITY AND FACILITIES AT GELAM FOREST FANTASY** prepared by **Arsa Lovelina Wenita Putri (NPM 062230901772)** has been approved by the advisors for defense in the Final Report Examination.

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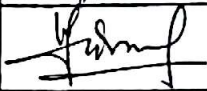



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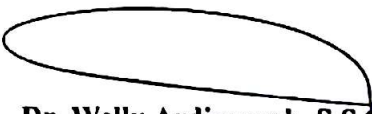
## VALIDATION PAGE

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## PLAGIARISM-FREE DECLARATION

I the undersigned,

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Declare that this scientific document Final Report does not contain any parts of other scientific works that have been submitted to obtain an academic degree at any Higher Education Institution. Additionally, there are no works or opinions written or published by others/institutions, except those properly cited and listed in the references.

I hereby declare that this scientific document is free from any elements of plagiarism. Should this Final Report later be proven to be plagiarism of another author's work and/or deliberately submit others' work or opinions as my own, I am willing to accept academic and/or legal sanctions in accordance with applicable regulations.

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## **PREFACE**

First and foremost, the writer would like to express sincere gratitude to Allah SWT for His infinite mercy, which made the completion of this research possible. This research was created to fulfill one of the graduation requirements for the D-III English Study Program at Politeknik Negeri Sriwijaya and is titled "Exploring Tourist`s Experiences of Accessibility and Facilities at Gelam Forest Fantasy."

The writer would like to thank everyone who contributed to the completion of this final report, both emotionally and materially. The writer would also like to thank the interviewees for allowing them to obtain the data and information related to this report.

The writer acknowledges that errors may still exist in this research, likely due to the limited experience and knowledge available at the time of writing. Consequently, the writer welcomes suggestions and criticisms to help improve the quality of the study. Ultimately, the writer hopes that this final report will be helpful for readers in finding information related to Gelam Forest Fantasy and beneficial to the students of the Language and Tourism Department at Politeknik Negeri Sriwijaya.

## ABSTRACT

This study used qualitative and quantitative method (mix-method) examines tourists' experiences related to accessibility and facilities at the Gelam Forest Fantasy tourist destination. Data were collected through direct observation and in-depth interviews with 10 tourists, two staff members, and the owner. The research focuses on tourists' perceptions of access to the location, the convenience of available facilities, and how these elements influence their overall travel experience. Data analysis involved techniques such as data reduction, presentation, and conclusion drawing. To ensure the validity of the findings, the study employed data/source, method, and time triangulation. The results indicated that tourists' experiences were largely unsatisfactory due to inadequate road infrastructure, characterized by red soil that becomes slippery and muddy during the rainy season, which hinders access to the site. Furthermore, while the facilities are generally complete, issues with the cleanliness of toilets and swimming pools were noted. The need for directional signs was also highlighted to help tourists navigate the available facilities. These findings offer critical insights for the owner of Gelam Forest Fantasy, suggesting improvements in accessibility and facility management to enhance the overall quality of nature-based tourism experiences. This research contributes to the understanding of tourist destination management and enhances tourist satisfaction.

**Keywords:** *Tourist experience, accessibility, facilities, Gelam Forest Fantasy*

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