

FINAL REPORT
VISITORS' PERCEPTION OF TOURISM ATTRACTIONS
AND PUBLIC FACILITIES IN TAMAN WISATA ALAM
PUNTI KAYU PALEMBANG



This report is written to fulfill one of the requirements
For the accomplishment of D3

By :
NOPITA RINA
061230901403

STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
2015

FINAL REPORT
VISITORS' PERCEPTION OF TOURISM ATTRACTIONS
AND PUBLIC FACILITIES IN TAMAN WISATA ALAM
PUNTI KAYU PALEMBANG



This report is written to fulfill one of the requirements
For the accomplishment of D3

By :
NOPITA RINA
061230901403

STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
2015

APPROVAL SHEET
FINAL REPORT
VISITORS' PERCEPTION OF TOURISM ATTRACTION AND PUBLIC
FACILITIES IN TAMAN WISATA ALAM PUNTI KAYU PALEMBANG



By

NOPITA RINA


061230901403


Palembang, June 2015

Approved by

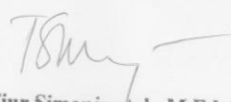
Advisor I

Advisor II


Drs. Sunani, M.M.
NIP. 196305181990032002


Munaja Rahma, S.Pd., M.Pd.
NIP. 197405162002122001

Acknowledged by
Head of English Department


Dra, Tiur Simanjuntak, M.Ed. M.
NIP 196105071988032001

VISITORS' PERCEPTION OF TOURISM ATTRACTIONS AND PUBLIC FACILITIES IN TAMAN WISATA ALAM PUNTI KAYU

FINAL REPORT

By:

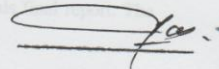
NOPITA RINA

061230901403

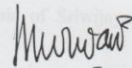
Approved by The Examiners Committee,

Signature


Dr. Welly Ardiansyah
NIP 197408172006041001



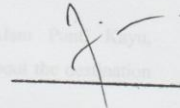
Dra. Murwani Ujihanti, M.Pd.
NIP 195902171987032001



Yusri, S.Pd, M.Pd
NIP 197707052006041001



Nian Masna Evawati, S.Pd, M.Pd
NIP 197905072003122002



1. Writer's beloved Parents, Mami Sukri and Aida, Thank you for their loving, praying, advice and guidance.
2. Writer's beautiful sisters Arika, Nelly Agustin, Chikafani, Aulia Lestari for giving the support and words.
3. Writer's Beloved Classmates, they are the amazing friends. Thanks for the help, joke and support during I do the final report.

ACKNOWLEDGEMENT

First of all, I would like to express gratitude to Allah SWT that has given me that God's Mercy, the grace and the grand from above, as a result the writer can finish this report. Moreover, I would like to express to Prophet Muhammad SAW who has brought us from the darkness in the the brightness.

This final report is fullfil the requirement for Diploma III Majoring in English Department of State Polytechnic of Sriwijaya Palembang. In this opportunity, the writer would like to express deep gratitude for their supports of many people during writing this final report.

The writer finishes this final report because of helping from every aspect which cannot be explained one by directly and indirectly. The writer also does not forget to say thanks to every people who help me to finish this final report. The writer wants to say thanks to:

1. The Head of English Department of State Polytechnic of Sriwijaya Palembang, Dra. Tiur Simanjuntak, M.Ed.M
2. My Counselors Drs. Sunani, M.M. and Munaja Rahma, Spd, M.pd. for their supervision during the consultation and support to finish the final report.
3. Balai Konservasi Sumber Daya Alam Sumatera Selatan for the chance to do obversation in the destination.
4. The Public relation officer of Taman Wisata Alam Punti Kayu, Mr. Antoni, SE. for his knowledge and information about the destination that very usefull to writing this final report.
5. Writer's beloved Parent, Manaf Sukri and Aida. Thank you for their loving, praying, advice and guidance.
6. Writer's beautiful sisters Ariska, Nelly Agustin, Oktaviani, Aulia Lestari for giving the support and wishes.
7. Writer's Beloved Classmate, they are the amazing friends. Thanks for the help, joke and support during I do the final report.

PREFACE

First of all, the writer would like to perform the gratitude ALLAH SWT for the mercy that has been given to the writer. Therefore, the writer could finish the final report. The writer also would like to express the warm east gratitude to the noble prophet Muhammad SAW, for warning and remembering every kindness or fault occurred. Eventually, this report is written as one of the requirements to finish Diploma III at English Department, which entitled “Visitors’ Perception of Tourism Attraction and Public Facilities in Taman Wisata Alam Punti Kayu Palembang”. This Final report describes about the visitors’ perception and the condition of Tourism Attraction and Public Facilities in Taman Wisata Alam Punti Kayu Palembang.

The writer considers that in writing this final report still has many insufficiencies and it is far from perfect. It was caused by the limitation of experience, ability and knowledge the writer has. Therefore, the writer expects the readers can give suggestion and critics for this final report.

Finally, the writer expects that this report can give advantage usefulness especially for the students of English Department.

Palembang, Juni 2015

The Writer

ABSTRACT

VISITORS' PERCEPTION OF TOURISM ATTRACTIONS AND PUBLIC FACILITIES IN TAMAN WISATA ALAM PUNTI KAYU PALEMBANG

(Nopita Rina, 57 Pages, 10 Pictures, 5 Tables, 5 Diagrams)

This research focused on visitors' perception of tourism attractions and public facilities in Taman Wisata Alam Punti Kayu Palembang. The purpose of this study were described about *Sapta Pesona* had been fulfilled or not in Taman Wisata Alam Punti Kayu and Public Facilities provided by Taman Wisata Alam Punti Kayu had been supported the tourism industry or not. The data were collected through observation, questionnaires, and documentation. The data were analyzed by using qualitative descriptive method. Based on discussion, the observation' result showed that Taman Wisata Alam Punti Kayu had been fulfilled some of elements of *Sapta Pesona*, except cleanliness and friendliness, but the questionnaires' result showed that Taman Wisata Alam Punti Kayu had been fulfilled all of elements of *Sapta Pesona*. Furthermore, based on observation and questionnaires' result was showed that Public Facilities provided by Taman Wisata Alam Punti Kayu had already supported tourism industry.

Keywords: Visitors' perception, Tourism Attractions, Public Facilities, Taman Wisata Alam Punti Kayu, Sapta Pesona.

ABSTRAK

PERSEPSI PENGUNJUNG MENGENAI ATTRAKSI WISATA DAN FASILITAS UMUM DI TAMAN WISATA ALAM PUNTI KAYU PALEMBANG

(Nopita Rina, 57 Halaman, 10 Gambar, 5 Tabel, 5 Diagram)

Penelitian ini berfokus pada persepsi pengunjung mengenai atraksi wisata dan fasilitas umum di Taman Wisata Alam Punti Kayu Palembang. Bertujuan untuk menguraikan Sapta Pesona apakah telah di penuhi atau tidak sebagai kondisi pariwisata di Indonesia. Selain itu, menjelaskan kondisi fasilitas umum yang tersedia di Taman Wisata Alam Punti Kayu apakah telah mendukung industri kepariwisataan. Cara mengumpulkan data dalam penelitian ini dengan melakukan observasi, membagikan angket pertanyaan dan mengambil data dari dokumentasi. Data penelitian ini di analisis dengan menggunakan metode kuantitatif. Hasil akhir dari penelitian ini berdasarkan data observasi bahwa Taman Wisata Alam Punti Kayu telah memenuhi beberapa bagian dari sapta pesona kecuali kebersihan dan keramahtamahan, sedangkan berdasarkan data pengambilan angket Taman Wisata Alam Punti Kayu telah memenuhi semua bagian dari sapta pesona. Kemudian mengenai fasilitas umum, berdasarkan hasil penelitian observasi dan pembagian angket menjelaskan bahwa semua fasilitas di Taman Wisata Alam Punti Kayu telah memenuhi standar industri kepariwisataan.

Kata Kunci : Persepsi Pengunjung, Atraksi Wisata, Fasilitas Umum, Taman Wisata Alam Punti Kayu, Sapta Pesona.

TABLE OF CONTENT

	Page
COVER	i
COPY OF COVER	ii
APPROVAL SHEET	iii
ACKNOWLEDGEMENT	iv
PREFACE	v
ABSTRACT	vii
TABLE OF CONTENTS	ix
LIST OF PICTURES	x
LIST OF TABLES	xi
LIST OF DIAGRAMS	xii
LIST OF APPENDICES	
1.1 Background	1
1.2 Problem	2
1.3 Purpose	2
1.4 Benefit	3
1.5 Methodology	3
CHAPTER II: GENERAL OVERVIEW	4
2.1. Company Profile	4
2.2. Organization Structure and Job Description	5
2.2.1. Organization Chart and Job Description of PT Angkasa Pura II (Persero)	5
2.2.2. Job Description	6
2.3. Scope of Business	11
2.4. Customers of Business	12
CHAPTER III: LITERATURE REVIEW	14
3.1. Communication	14
3.1.1 Communication Components	14
3.1.2 Kinds of Communication	15
3.1.3 Process of Communication	15
3.1.4 Media of Communication.....	15
3.2. Information	16

3.3. Information Center	17
3.4. Etiquette of Handling Telephone	17
3.5. Standard Operational Procedure	19
3.5.1 Incoming Calls.....	20
3.5.2 Outgoing Calls.....	21
3.5.3 Transferring Destination Calls.....	22
CHAPTER IV: FINDINGS AND DISCUSSIONS	24
4.1. Findings	24
4.2. Discussions	25
CHAPTER V: CONCLUSIONS AND SUGGESTIONS	28
5.1. Conclusions	28
5.2. Suggestions	28
REFERENCES	29
APPENDICES	

LIST OF PICTURES

Picture 1. Recreation Park	20
Picture 2. Swimming Pool and Kids Water Park	21
Picture 3. The Lake	22
Picture 4. Arena game of Flying fox	23
Picture 5. Cottages	25
Picture 6. Toilets	26
Picture 7. Mosques	26
Picture 8. Parking areas	27
Picture 9. Canteens	28
Picture 10. Trash cans	28

LIST OF TABLES

Table 1. Recreation Park	30
Table 2. Swimming Pool and Kids Water Park	31
Table 3. The Lake	32
Table 4. Arena game of Flying Fox	33
Table 5. Public Facilities	34

LIST OF DIAGRAMS

Diagram 1. Gender	35
Diagram 2. Age	35
Diagram 3. Occupation	36
Diagram 4. Origin	36
Diagram 5. The Number of Visiting of Visitors	37

LIST OF APPENDICES

Letter Agreement of first Advisor

Final Report sheet activities of first advisor

Letter Agreement of second advisor

Final Report sheet activities of second advisor

Surat izin masuk kawasan konservasi (SIMAKSI)

Surat pengantar permohonan pengambilan data

Questionnaires' sheet

Respondent' Pictures

Recreation Park' Pictures

Swimming Pool and Kids water park' Pictures

The Lake' Pictures

Arena of Flying Fox' Pictures

The Pictures of Public Facilities

Data Pengunjung Taman Wisata Alam Pundi Kayu than 2012

Data Pengunjung Taman Wisata Alam Pundi Kayu than 2013

Data Pengunjung Taman Wisata Alam Pundi Kayu than 2014