

CHAPTER V

CONCLUSION

5.1. Conclusion

The writer concludes that there are different results between observation and questionnaires of tourism attraction and there are similar results between observation and questionnaires of public facilities provided by Taman Wisata Alam Punti Kayu. For the first, based on the result of observation, the four tourism attractions (Recreation Park, Swimming Pool and Kids Water Park, The Lake and Arena of Flying Fox) had already fulfilled five elements of seven elements of *Sapta Pesona* that were Safety, Orderliness, cool atmosphere, beauty, and memorabilia element. Nevertheless, based on the result of questionnaire, all of tourism attraction of Taman Wisata Alam Punti Kayu had already fulfilled seven elements of *Sapta Pesona*. Second, based on the result of observation and questionnaire of Public Facilities, all of public facilities, which were cottages, toilets, mosques, parking areas, canteens and trashcan had already completed and fulfilled the visitors' necessary.

For the result of percentage of visitors' classification, it can be concluded that the most frequent visitor of Taman Wisata Alam Punti Kayu according to the gender was female, around 15-25 years old, their occupation was student and their origin was from Palembang city itself. Then, the most visitors who visited Taman Wisata Alam Punti Kayu had already visited more than once.

The writer offers some suggestion that might be useful for Taman Wisata Alam Punti Kayu as one of Tourism destination in Palembang. First, Taman Wisata Alam Punti Kayu staffs should give more attention to the cleanliness in all area of tourism attraction. Second, the operators should work genially and professionally also can give good service and good hospitality to the visitors.