

FINAL REPORT

TOURISTS' PERCEPTION TOWARD ACCESIBILITY AND FACILITIES AT DANAU BIRU



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

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2026**

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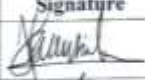
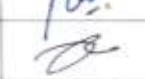
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PLAGIARISM-FREE DECLARATION

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Declare that this scientific document Final Report Proposal 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.

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Palembang, 12th June 2026



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PREFACE

The writer sincerely expresses gratitude to Allah SWT for His continuous mercy, which enabled the completion of this research. This study was conducted to fulfill one of the graduation criteria for the D-III English Study Program at Politeknik Negeri Sriwijaya, and its title is "Tourists' Perception toward Accessibility and Facilities at Danau Biru."

The writer wishes to thank all those who contributed to completing the final report, whether through offering emotional support or supplying necessary resources. The writer would also like to express gratitude to the interviewers for providing the necessary data and information that were essential for completing this report.

The writer is aware that there may still be some errors in this research, likely due to a lack of experience or expertise when the work was originally written. The writer is willing to accept suggestions and feedback in order to improve the study. In conclusion, the writer hopes that this final report will provide valuable information for readers interested in learning about Danau Biru and will also serve as a useful resource for students in the Language and Tourism Department at Politeknik Negeri Sriwijaya

Palembang, 2026

Rusti Annisa Putri

ABSTRACT

This study employs a qualitative method to investigate tourists' perceptions toward accessibility and facilities at the Danau Biru . The study aims to explore tourists' perceptions regarding accessibility, available facilities, and necessary improvements to enhance the quality of the destination. Data were collected through direct observation and in-depth interviews involving ten tourists, staff members of Danau Biru. This study focuses on tourists' perceptions of access to the location, the comfort of available facilities, and how these aspects influence their overall travel experience. Data were analyzed using the Miles and Huberman interactive model (1994), which consists of data reduction, data presentation, and drawing conclusions. To ensure the validity of the findings, source triangulation, Data Collection technique triangulation, and time triangulation were applied. The findings indicate that tourists generally have a positive perception of accessibility and facilities at Danau Biru. Most tourists stated that this destination is easily accessible because the main road is paved and in relatively good condition. However, several issues were identified, including narrow roads, traffic congestion during peak season, limited street lighting, small potholes, and unclear directional signs. In terms of facilities, tourists assessed that Danau Biru provides relatively complete facilities, such as restrooms, a mushola, gazebos, a canteen, and a park. Nevertheless, several facilities still require improvement, particularly regarding toilet cleanliness, facility maintenance, signage visibility, and the affordability of some attractions. This research is expected to contribute to the management and local government in improving the quality of accessibility and facilities at Danau Biru, thereby enhancing tourist satisfaction and attracting more visitors in the future.

Keywords: *accessibility, danau biru, facilities, perception of tourists, tourist destinations.*

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