

## CHAPTER IV

### FINDINGS AND DISCUSSION

In this chapter, the writer explains the finding and discussion.

#### 4.1. Findings

Here are the results of observation, interview and questionnaire which have been done by the writer:

##### 4.1.1. The result of Observation

In the observation, the first thing that writer found is labyrinth Qur'an as the tourism attraction which is display on the picture 1. There are five floors that fulfilled by 15 juz of bait Qur'an that were carved on the tembesu wood with the size 1.7 meters long and 1.3 meters wide which were arranged attractively. Each floor of the labyrinth had some lamps to make the visitors easily while reading the bait of Qur'an and the roof also covered neatly, but the writer also found the weakness from the floor of the labyrinth, it was billed by using the wood and bad arrangement so the writer feel uncomfortable about the safety while across the floors.

Picture 1: Labyrinth Qur'an



Second, the writer found some public facilities that are provided by organizer such as: parking area (picture 2), racks of shoes (picture 3), trash bin (picture 4), praying place (picture 5) and toilet (picture 6). In the parking area, the writer found enough place for visitors' transportation but the writer found weakness such as muddy parking area when the weather is raining. For the trash bin, there were three trash bins in area of labyrinth Qur'an, two in the parking area and four in the ticketing area with the good condition. Then the praying place that was used by visitors is clean enough and the last the toilet has cleaned water and the good smell.

Picture 2: Parking Area



Picture 3: Rack of Shoes





Picture 4: Trash bin

Picture 5: Praying Place

Picture 6: Toilet



The last, the writer also found the employee of Al-Qur'an Al-Akbar. They were 2 persons of parking attendant, 2 person of clerk, and two persons as local guide. Based on writer observation, the two persons of parking attendant had good behavior although they did not take care enough to the visitors, For the 2 persons of clerk, they were friendly enough, they served the visitors with the information and suggestion before enter the area of labyrinth Qur'an. The last, the 2 persons as local guides had good friendliness, they welcoming the visitors with the smile, good attitude, and answered and gave the information in easy way to understand.

#### 4.1.2. **The result of Interview**

Based on the interview with Mr. Asri, A.Md as local guide of Al-Qur'an Al-Akbar, the tourism attraction that could see by the visitor is the labyrinth Qur'an. Labyrinth Qur'an is the first and the biggest Qur'an in the world that carved with the special carving of Palembang, the arrangement has designed attractively and the carving was two sides so, it was same as the real Qur'an in other hand to make the visitors easy to read the bait of Qur'an. Then, the public facilities that provided by organizer were parking area, praying place, toilet, trash bin, and racks of shoes.

#### 4.1.3. **The result of Questionnaire**

The writer had given some questions through questionnaires to 60 visitors of Al-Qur'an Al-Akbar and the writer found the result of the questionnaires as follows:

Table 1: **Safety**

No	Statements	SA	A	N	DA	SDA
1	Each floor of the labyrinth is secure to across	28%	43%	5%	22%	2%
2	Parking area stay safe	20%	52%	28%	0	0

3	The queue in the ticketing area is running well	8%	67%	25%	0	0
4	Racks of shoes stay safe	7%	57%	28%	8%	0
<b>TOTAL</b>		<b>16%</b>	<b>54%</b>	<b>21%</b>	<b>8.5%</b>	<b>0.5%</b>

Based on the result of the questionnaires, for the **safety**, the highest percentage is agree with 54%, the each floor of labyrinth Qur'an, Parking area, The queue for the ticketing, and racks of shoes are stay safe. Indeed, the safety element of Al-Qur'an Al-Akbar is agreed by the visitors.

Table 2: **Orderliness**

No	Statements	SA	A	N	DA	SDA
1	Local guides of labyrinth Qur'an guide the visitor in an orderly manner	30%	57%	8%	5%	0
2	Parking attendants park the vehicle in an orderly manner	5%	48%	47%	0	0
3	The clerks serve the purchasing of tickets in an orderly manner	12%	82%	6%	0	0
4	Racks of shoes are always neat	8%	28%	42%	20%	2%
5	Queue to the Toilet were running well	6%	44%	50%	0	0
<b>TOTAL</b>		<b>12.5%</b>	<b>52%</b>	<b>30%</b>	<b>5%</b>	<b>0.5%</b>

Based on the table 2, the highest percentage of **orderliness** is agree with 52%. The visitor deal with the orderliness of local guides, parking attendants, the

clerks, racks off shoes and queue to the toilet of Al-Qur'an Al-Akbar. Therefore, the orderliness of Al-Qur'an Al-Akbar is agreed by the visitor.

Table 3: **Cleanliness**

No	Statements	SA	A	N	DA	SDA
1	Area of labyrinth Qur'an is clean	28%	50%	15%	17%	0
2	Parking Area is clean	3%	27%	57%	13%	0
3	The ticketing area is clean	5%	87%	8%	0	0
4	Racks of shoes are clean	5%	33%	48%	14%	0
5	The toilet is clean	6%	50%	42%	2%	0
6	Praying place is clean	15%	70%	15%	0	0
	<b>Total</b>	<b>10%</b>	<b>53%</b>	<b>31%</b>	<b>6%</b>	<b>0</b>

The table 3 shows that the highest percentage is agree with 53%. It means the visitors think that area of labyrinth Qur'an, parking area, ticketing area, rack of shoes, toilet and praying place of Al-Qur'an Al-Akbar are clean. So the visitors of Al-Qur'an Al-Akbar are deal with the **cleanliness** of Al-Qur'an Al-Akbar.

Table 4: **Cool Atmosphere**

No	Statements	SA	A	N	DA	SDA
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1	The air in labyrinth Qur'an is cool and comfortable	35%	45%	18%	2%	0
2	The air in ticketing area is cool and comfortable	5%	73%	22%	0	0
3	The toilet has good smell	25%	40%	33%	2%	0
4	The air in praying place is cool and comfortable	15%	70%	13%	2%	0
<b>Total</b>		<b>20%</b>	<b>57%</b>	<b>21.5%</b>	<b>1.5%</b>	<b>0</b>

For the **cool atmosphere**, the highest percentage is agree with 57%, then it is followed by the neutral with 21.5% in the second position, strongly agree is in the third position with 20.5%, disagree is in the fourth position with 1.5% and the last is strongly disagree with 0. So, the cool atmosphere of the Al-Qur'an Al-Akbar is agreed by visitors.

Table 5: **Beauty**

No	Statements	SA	A	N	DA	SDA
1	The carving is interest and unique	53%	42%	5%	0	0
2	The wall of labyrinth Qur'an is interest	40%	50%	10%	0	0
3	The shining of the provided lamp is enough	8%	52%	30%	10%	0
<b>Total</b>		<b>34%</b>	<b>48%</b>	<b>15%</b>	<b>3%</b>	<b>0</b>

Based on the table 5, the highest percentage of **beauty** is agree with 48%, then it was followed by the strongly agree with 34% in the second position, neutral is in the third position with 15%, disagree is in the fourth position with 3%

and the last is strongly disagree with 0. Indeed, the carving of labyrinth Qur'an, the shining, and the wall of area Al-Qur'an Al-Akbar are agreed by visitors.

Table 6: **Friendliness**

No	Statements	SA	A	N	DA	SDA
1	The local guide serve visitors with hospitality	38%	52%	7%	3%	0
2	The parking attendant serve the visitors with hospitality	10%	45%	40%	5%	0
3	The clerk serve the visitors with hospitality	23%	57%	18%	2%	0
<b>Total</b>		<b>24%</b>	<b>51%</b>	<b>22%</b>	<b>3%</b>	<b>0</b>

For the **friendliness**, the highest percentage is agree with 51%, then it is followed by the strongly agree with 24% in the second position, neutral is in the third position with 22%, disagree is in the fourth position with 3% and the last is strongly disagree with 0. Therefore, the friendliness of the Al-Qur'an Al-Akbar is agreed by visitors.

Table 7: **Memorabilia**

No	Statements	SA	A	N	DA	SDA
1	I was impressed with the labyrinth Qur'an	47%	48%	5%	0	0
2	I feel happy with the services provided by officers of Al-Qur'an Al-Akbar	13%	70%	17%	0	0
3	I like to visit Al-Qur'an Al-Akbar in the next	28%	62%	10%	0	0



time

<b>Total</b>	<b>29%</b>	<b>60%</b>	<b>11%</b>	<b>0</b>	<b>0</b>
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For the **memorabilia**, the highest percentage is agree with 60%, then it is followed by the strongly agree with 29% in the second position, neutral is in the third position with 11% and the last position are disagree and strongly agree with 0. Indeed, the memorabilia of the Al-Qur'an Al-Akbar is agreed by visitors.

#### 4.2. Discussion

After the writer found the result of observation, interview and the questionnaires, the writer discussed about the visitors' perception of tourism attraction and public facilities at Al-Qur'an Al-Akbar in Palembang and the implementation of Sapta Pesona.

##### 4.2.1. Visitors' perception on "Sapta Pesona" in Al-Qur'an Al-Akbar

###### **Palembang**

According to Panggarbesi (2012:1) South Sumatra is in process of developing of tourism destination. While the Journal Psikologi (2014:89) says that visitors' perception is one of the important aspect for developing the organization. Indeed, in developing Al-Akbar the writer tries to find out visitors' perception of tourism attraction and public facilities trough the questionnaire.

Based on the result of the questionnaires which had given to the 60 visitors of Al-Qur'an Al-Akbar, for the labyrinth Qur'an, the visitors agree with the safety, orderliness, cleanliness, cool atmosphere, beauty, friendliness and memorabilia. For the parking area, the visitors agree with the safety, orderliness, cleanliness, and the friendliness. Then for the toilet, the visitors agree with orderliness, cleanliness, and cool atmosphere. For the trash bin, the visitors agree with the cleanliness. For

the racks of shoes, the visitors agree with the safety, orderliness and cleanliness. The last for praying place, the visitors agree with cleanliness and cool atmosphere.

#### **4.2.2. Al-Qur'an Al-Akbar has fulfilled the Sapta Pesona as the condition of tourism**

Based on the discussion above, the labyrinth Qur'an and some public facilities: parking area, toilet, rack of shoes, trash bin and praying place are agreed by the visitors which mean Al-Qur'an Al-Akbar had well in fulfilling the elements of Sapta Pesona.