

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

The visitors' impressions about the facilities at Sultan Mahmud Badaruddin II Museum are that they are satisfied with the parking area, based on the score and parameter of the result of questionnaires. Score questions of the parking area is $160/50=3,2$. For the parameter 3,2 it mean very satisfied. Then, the visitors not satisfied about the facilities in the toilet, based on the score and parameter of the result of questionnaires. Total score of the questions about the toilet is $87/50=1,7$. For the parameter 1,7 it mean not satisfied. So the writer conclude the visitors not satisfied about the toilet at the Musuem. The factors that influence the visitors' satisfaction such like the facilities in the Museum itself, like toilet, parking area, security, service that given by the employees in the souvenir shop and ticket counter. So, if the facilities in the museum still have not been repaired and improved, it could influence the visitors' satisfaction.

5.2 Suggestion

The writer offers some suggest that might be useful for Sultan Mahmud Badaruddin II Museum as one of the cultural tourism in Palembang. First, Smb II Museum staffs should take care of all the facility in museum to make the facility not easily damaged. Second, the goverment must give more attention about the facilities in the museum and give the fund's budget to repaired the facilities in the museum.

