

THE FINAL REPORT
VISITORS' PERCEPTION ON SERVICE QUALITY IN MONUMEN
PERJUANGAN RAKYAT PALEMBANG



The final report is written to fulfill the requirement at English Department

State Polytechnic of Sriwijaya

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STATE POLYTECHNIC OF SRIWIJAYA

ENGLISH DEPARTMENT

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APPROVAL SHEET
VISITORS' PERCEPTION ON SERVICE QUALITY IN MONUMEN
PERJUANGAN RAKYAT PALEMBANG



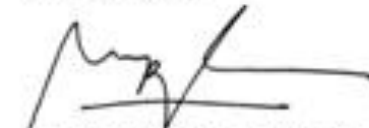
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PERJUANGAN RAKYAT PALEMBANG**

FINAL REPORT

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PREFACE

First of all the writer thank Allah SWT for the outstanding mercy given to the writer so that the writer could accomplish and finish the final report on time. This report is written to fulfill the requirement of final subject at State Polytechnic of Sriwijaya which entitled “Visitors’ Perception on Service Quality in Monumen Perjuangan Rakyat Palembang”.

The writer consider that there are some mistakes in writing this report, it caused by the limitation in experiences, ability and knowledge the writer has. Therefore, the writer expects the readers can give suggestion and critics for the final report progress.

Finally the writer expects that this report can give advantages and usefulness especially for the students of English Department at State Polytechnic of Sriwijaya.

Palembang, August 2016

The writer

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ABSTRACT

VISITORS' PERCEPTION ON SERVICE QUALITY IN MONUMEN PERJUANGAN RAKYAT PALEMBANG

(Wighnanda Tanzil Fadillah, 33 pages, 5 tables)

This report discusses about visitors' perception on service quality in Monumen Perjuangan Rakyat Palembang. The purpose of this final report is to know the visitors perception about Monpera as historical monument in Palembang. The writer used the descriptive method. The writer obtained the data of visitors and informations about the history of Monpera constructed when the battle of *Lima Hari Lima Malam* war, and collections in Monpera. Based on the findings, the writer got the result from the observation, interview and questionnaire. In this final report, the writer could conclude that Monpera also qualifies the quality service in tourism destination, but many visitors are careless to the environment around Monpera. In other side, Monpera is good enough but the facilities should be improved.

(Keywords: *perception, Lima Hari Lima Malam war, Monumen Perjuangan Rakyat*)

MOTTO

*Do whatever you like, be
consisten, and success will come
naturally.*

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