

# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background**

Tourism is traveling activity to refresh mind and get pleasure. In tourism activities, there are a lot of things to do starting from visiting tourism objects or enjoying the tourism attraction available. It is in line with Kodhyat (1983, p.4) who states that tourism is traveling from one place to another temporarily which is done individually or in group, in order to find a balance and happiness with the social environment, culture, nature and science.

In Indonesia, every province has tourism objects to introduce their own culture, especially Palembang city. Palembang is the capital city of South Sumatera which has many kinds of tourism destination. Palembang is trying to attract visitors by offering a variety of tourism attractions. Tourism attractions in Palembang are culinary, natural sights, culture, and historical tourism. The places that can be visited by visitors if they want to see those tourism attractions are Ampera Bridge, Monpera, Benteng Kuto Besak, Kemaro Island, Siguntang Hill, Kampung Kapitan, and so on. Besides that, Palembang also has museums as tourism object, one of them is Balaputra Dewa museum.

Balaputra Dewa museum is a tourism object that is always visited by visitors who come to Palembang city. In Balaputra Dewa, visitors can see and get information about many historical things and cultural heritage of South Sumatera. The Balaputra Dewa museum has many collections to attract visitors, the collections are divided into some categories. The categories are historic, ethnography, ceramic, carved object, biologicals, and Limas house. Besides attraction, public facilities are also needed to make visitors comfortable while visiting museum.

A public facility is a part of elements of tourism. According to Faiza (2014) public facilities are facilities or infrastructures provided by the government used for mutual interests in daily activity.

In Balaputra Dewa museum, visitors can use some public facilities such as canteens, toilets, mushola, and so on. But, some of the public facilities in Balaputra Dewa museum are not appropriate. Some of the public facilities in Balaputra Dewa museum are in bad condition. For example, in the toilet of Balaputra Dewa museum there is no sign for the toilet, and then there is plastic bag in the tub. So, it is not in line with the Ministerial Regulation of Tourism and Creative Economy Republic of Indonesia No. 17 on 2014 which states that toilet for visitors should be clean, well maintained and separated for male and female visitors whereas in each of the toilet equipped with clear signs, clean water, hand washers and dryers, dustbin and urinal for male visitors.

Based on the explanation above, the writer would like to write the final report entitled “The Visitors’ Perception on Public Facilities Provided in Balaputra Dewa Museum”.

## **1.2 Research Formulation and Limitation**

### **1.2.1 Research Formulation**

As one of historical object destination in Palembang, Balaputra Dewa museum saves a lot of collection. Visitors who come to Balaputra Dewa museum not only to see the collections of the museum itself, but there are also visitors who come to do a research. When the visitors are in the museum, they also enjoy the public facilities of the museum. For example, visitors need canteen when they want to eat or musholla when they want to pray. Thus, the writer needs visitor’s perception, both of from a good side and bad side about public facilities provided in Balaputra Dewa museum to prove the increase of visitor who come to this place.

### **1.2.2 Research Limitation**

This final report is limited about visitor's perception of public facilities provided in Balaputra Dewa Museum, the writer would like to analyze visitor's perception of public facilities provided in Balaputra Dewa Museum as one of tourism destination in Palembang. Therefore, visitors needed to give their perception about public facilities provided in Balaputra Dewa Museum.

### **1.3 Research Question**

Based on the background study above the problem formulations are:

1. What public facilities are provided in Balaputera Dewa museum?
2. What are visitors' perception of public facilities provided in Balaputera Dewa museum?

## **1.4 Purposes and Benefits**

### **1.4.1 Purposes**

The purposes of this final report are:

1. To know about public facilities provided in Balaputra Dewa museum
2. To know about visitors' perception on public facilities provided in Balaputra Dewa.

### **1.4.2 Benefit**

The benefit of this final report is giving information to the English Department students about the actual condition of public facilities provided in Balaputra Dewa museum.