

**FINAL REPORT**

**VISITORS' SATISFACTION TOWARDS PUBLIC FACILITIES  
AT BALAPUTRA DEWA MUSEUM**



**This report is written to fulfil the requirement of final report project  
at English Department**

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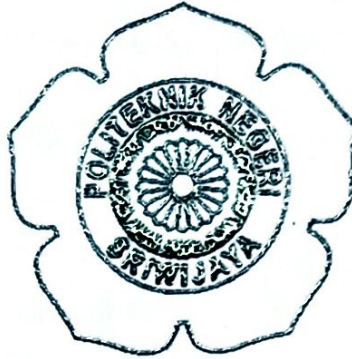
**STATE POLYTECHNIC OF SRIWIJAYA**

**PALEMBANG**

**2019**

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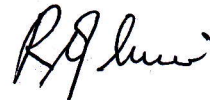
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**ENGLISH DEPARTMENT**  
**STATE POLYTECHNIC OF SRIWIJAYA**  
**2019**

## **ABSTRACT**

### **VISITORS' SATISFACTION TOWARDS PUBLIC FACILITIES AT BALAPUTRA DEWA MUSEUM**

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**(Meylani Kusumahati, 2019, 40 Pages, 12 Figures, 4 Tables)**

This final report is about visitors' satisfaction towards public facilities at Balaputra Dewa Museum. The purposes of this final report are to know about the public facilities in Balaputra Dewa Museum and the visitors' satisfaction towards public facilities at Balaputra Dewa Museum. The data were collected by using observation and questionnaires. The data were analyzed by using the rating scale and descriptive statistics. Based on the findings, Balaputra Dewa Museum has not fulfilled some of the public facilities standards for tourism area. Therefore, some public facilities in Balaputra Dewa Museum should be added and maintained.

**Keywords: Visitors' Satisfaction, Public Facilities, Balaputra Dewa Museum**

## **ABSTRAK**

### **KEPUASAN PENGUNJUNG TERHADAP FASILITAS UMUM DI MUSEUM BALAPUTRA DEWA**

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**(Meylani Kusumahati, 2019, 40 Halaman, 12 Gambar, 4 Tabel)**

Laporan akhir ini mengenai kepuasan pengunjung terhadap fasilitas umum di Museum Balaputra Dewa. Tujuan dari laporan akhir ini adalah untuk mengetahui fasilitas umum di Museum Balaputra Dewa dan kepuasan pengunjung terhadap fasilitas umum di Museum Balaputra Dewa. Data dikumpulkan dengan menggunakan observasi dan kuesioner. Data dianalisis dengan menggunakan skala penilaian dan statistik deskriptif. Berdasarkan temuan, Museum Balaputra Dewa belum memenuhi beberapa standar fasilitas umum untuk area wisata. Oleh karena itu, beberapa fasilitas umum di Museum Balaputra Dewa harus ditambah dan dipelihara.

**Kata Kunci: Kepuasan Pengunjung, Fasilitas Umum, Museum Balaputra Dewa**

## **PREFACE**

First of all, the writer would like to perform the gratitude to Allah SWT for the mercy that has been given to the writer so that the writer could finish the final report. The writer also would like to express the warm cast gratitude to the holy prophet Muhammad SAW, for warning and remembering every kindness or fault occurred. Eventually, this report is written as the requirement of final report project at English Department, which entitled “Visitors’ Satisfaction towards Public Facilities at Balaputra Dewa Museum”.

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

Finally, the writer hopes that this final report can give advantages and be useful especially for the students of English Department.

Palembang, July 2019

The writer

## **ACKNOWLEDGEMENT**

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4. The respondents of my questionnaires. Thank you for taking the time to help me.
5. My beloved parents: Mr. Amansyah Putra and Mrs. Samsia. Thank you for your love, pray, advice, support, and motivation.
6. All of my beloved friends, especially in 6 BA Class.

Palembang, July 2019

The writer

## MOTTO AND DEDICATION

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“VENI, VIDI, VICI”

~ *Julius Caesar* ~

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Dedicated to:

- ❖ My final report advisors
- ❖ My parents
- ❖ My friends from State Polytechnic of Sriwijaya



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