

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on observation and questionnaire, it can be conclude that Al – Qur’an Al – Akbar has implemented six elements of Sapta Pesona, they are safe, order, beautiful, cool, and memorable. In terms of safe 100% of respondents never heard about crime in Al – Qur’an Al – Akbar and 0% ever. All of the respondents felt safety visiting Al – Qur’an Al – Akbar. In terms of order, 63% of respondents mention the structure / location of the building in Al - Qur'an Al - Akbar looks neat& organized. In terms of cleanliness, 79 % respondent mention the Al - Qur'an Al - Akbar areas is free of rubbish.

In terms of hospitality, most of the respondents mention most of the staff is not friendly well and not give enough information and explanation to the visitors about the object. Al – Qur’an Al Akbar is not implemented one of element of Sapta Pesona, that is friendly hospitality. In terms of friendly 52 % mention is not welcomed when arrived at Al - Qur 'Al – Akbar, and the other response from the question are 58% about the staff of Al - Qur'an Al - Akbar provided guidance & explanation about Al - Qur'an Al – Akbar. In terms of memorable, all of the respondents mention that they can bought many sovenir in Al - Qur'an Al – Akbar. Most of the visitors mention that they would like to revisit Al – Qur’an Al – Akbar because they can see the biggest Al – Qur’an in the world.

Al – Qur’an Al – Akbar has not imlemented one of element of Sapta Pesona, that is friendly hospitality. In terms of friendly hospitality welcomed when arrived at Al - Qur 'Al – Akbar is 52% and the staff of Al - Qur'an Al - Akbar provided guidance & explanation about Al – Qur’an Al –Akbar is 58 %. So the writer can conclude that Al – Qur’an Al – Akbar museum has not implemented the element of hospitality based on the questionnaire.

5.2 Suggestion

It is suggestion to the authority in Al – Qur'an Al – Akbar museum that the authority has one unimplemented of Sapta Pesona. They are:

1. The authority has not implemented isfriendly hospitality. The writer suggests to the staff become more friendly. First, giving detail information and expalaination about the Al – Quran Al – Akbar musem. Next, Sapta Pesona based on Hospitality will be implemented.While give a greet to the visitors, when the visitors come. and say thank you when they leave the place.
2. Provide a suggestion box to get the suggestions from visitors, so that the museum can develop well and can apply all elements of Sapta Pesona.