

CHAPTER I

INTRODUCTION

In this chapter the writer explains about background, problem, purpose, and benefits.

1.1 Background

Nowadays, people have their own activities. Those activities can make them feel bored, tired and frustrated. In order to resolve the condition, they need something to do, something to make them feel more relaxed and fun because the human mind needs relaxation. One thing that people can do is visiting some tourism objects.

Tourism is an activity to travel in order to get pleasure, find satisfaction, know something, improve health, enjoy sports or a rest, fulfill the task, pilgrimages and others (Spillane, 1982, p.20). There are various types of tourism that can be visited by tourists such as natural tourism, cultural tourism and religious tourism. The example of natural tourism are mountain and beach. Then, the example of cultural tourism are traditional house and history building. Besides, the example of religious tourism is mosque.

Mosque is a house of worship for moslem. Mosque means a place of prostration. Besides being used as a place of worship, the mosque is also the center of life of the moslem community. The activities such as celebrating holidays, discussions, religious studies, lecturing and learning the qur'an are often carried out at the mosque, as a place of worship, the mosque should have adequate facilities so that worshipers can worship fervently. One of the mosques which is a favorite place to visit in Palembang is Masjid Agung Sultan Mahmud Badaruddin I Jayo Wikramo or commonly called Masjid Agung.

Masjid Agung becomes religious tourism because it is the biggest mosque in Palembang and also as one of the icons of Palembang. Besides as a place to do religious tourism, people sometimes want to feel something different when

worship. In order to do worship devoted, good facilities are needed, so that people can feel more comfortable. A lot of facilities that must be owned by the big mosque such as toilet, water, parking and so on. If the facilities have not been met, it will disrupt worshipers' activity. For example, if there is a lack of water in the toilet, people cannot take ablution for worship, it will make people not satisfied while visiting Masjid Agung.

However, based on the reviews from the internet, it was found that there were complaints from the visitors of Masjid Agung with the account name of Indah Alawiyah (2020) about facilities such as male and female entrances are not separated, unclear directions, narrow parking space and so on. Therefore, it is better for Masjid Agung to improve the existing facilities. Moreover, it is important to know the worshipers' satisfaction to the facilities in order to know what facilities should be improved or persisted.

Providing good facilities in a religious tourism is an important thing to do, because if the facilities are good, it will make worshipers comfortable and devoted while doing worship. For that reason, the writer chooses the title "Mosque Worshipers' Satisfaction to the Facilities at Masjid Agung as One of Religious Tourism in Palembang" to be my final report project.

1.2 Problem Formulation

Based on the explanation above, the problem of this final report is how are mosque worshipers' satisfaction to the facilities at masjid agung as one of religious tourism in Palembang.

1.3 Research Purpose

The purpose of this report is to find out mosque worshipers' satisfaction to the facilities at masjid agung as one of religious tourism in Palembang.

1.4 Research Benefit

The benefits of this final report are :

1. For the writer

To get knowledge and experience in doing a research about mosque worshipers satisfaction to the facilities at Masjid Agung as one of religious tourism in Palembang.

2. For the readers

To give more information and reference about the mosque worshipers' satisfaction to the facilities at Masjid Agung as one of religious tourism in Palembang.