THE JOBS AT FRONT OFFICE IN KASUNANAN PALACE

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts SebelasMaret University

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Approved to be examined before the board of examiners,

English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

Final Project report:

THE JOBS AT FRONT OFFICE IN KASUNANAN PALACE

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MOTTO

With a little bit of love we can win the fight
With a little bit of love we can see the light
With a little bit of love it'll be alright
Life is gonna get better

~ david archuleta~
DEDICATION

This Final Project is dedicated for:

My beloved parents (bapak, ibu)

My beloved brothers and sister

and

All my friends

commit to user
PREFACE

The writer would like to say thank you to Allah SWT and the writer would like also to say thank you to all people who support me in writing and finishing this final research report entitled “The Jobs at Front Office in Kasunanan Palace”.

The main purpose of this final project is to describe the jobs at front office in Kasunanan Palace. Beside, this final project also contains the visitor’s perspectives to Kasunanan Palace, the problems and solutions of Kasunanan Palace.

The writer hopes that his final report can be a good reference for the reader and gives information about the jobs at front office in Kasunanan Palace.

Surakarta, July 202012

Winahyu Setyo M
ACKNOWLEDGEMENT

Alhamdulillah, because of Allah I can finish my final project report. And also, I want to say thank you to people having helped me since the first time I study in SebelasMaret University until I graduate from this campus.

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12. All of staff of English Diploma Program

commit to user
ABSTRACT


This final project is written based on the job training which was done for a month in Kasunanan Palace. The objectives of this final project are to describe the jobs at front office in Kasunanan Palace, to explain the visitor’s perspectives to Kasunanan Palace and to identify the problems and solutions of Kasunanan Palace.

Based on the observation, the jobs at front office are giving complete information and giving best service to visitor. In doing their jobs, front office got several complaints and good views from visitor (visitor’s perspectives). This result shows that front office has crucial role in the development of company, because front office is the centre of all activities. For Kasunanan Palace, there are several problems found in every tourist attraction, i.e. in Situhinggil, Cart room, Museum and every tourist attraction has different problems. The problems are about facilities, cleanliness, etc. Besides, there are several solutions for Kasunanan Palace to improve the tourist attractions.
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TUGAS DI KANTOR DEPAN KERATON KASUNANAN

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ABSTRAK

Tugas akhir ini ditulis berdasarkan magang yang telah selesai dalam satu bulan di Keraton Kasunanan. Objektif dari tugas akhir ini adalah untuk mendiskripsikan tugas kantor depan Keraton Kasunanan, menjelaskan tentang pandangan pengunjung terhadap Keraton Kasunanan dan juga untuk menemukan permasalahan dan memberikan solusi untuk Keraton Kasunanan.


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THE JOBS AT FRONT OFFICE IN
KASUNANAN PALACE

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ABSTRACT

2012. English Diploma Program, Faculty of Letters and Fine Arts, SebelasMaret University. This final project is written based on the job training which was done for a month in Kasunanan Palace. The objectives of this final project are to describe the jobs at front office in Kasunanan Palace, to explain the visitor’s perspectives to Kasunanan Palace and to identify the problems and solutions of Kasunanan Palace.

Based on the observation, the jobs at front office are giving complete information and giving best service to visitor. In doing their jobs, front office got several complaints and good views from visitor (visitor’s perspectives). This result shows that front office has crucial role in the development of company, because front office is the centre of all activities. For Kasunanan Palace, there are several problems found in every tourist attraction, i.e. in Sitihinggil, Cart room, Museum and every tourist attraction has different problems. The problems are about facilities, cleanliness, etc. Besides, there are several solutions for Kasunanan Palace to improve the tourist attractions.

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CHAPTER 1

INTRODUCTION

A. Background

Surakarta, known as Solo city is one of big cities in Central Java. Surakarta city is located in Central Java Province. This city is famous as the centre of Javanese culture and tradition. As the city of culture, Solo has two palaces; one of them is Kasunanan Palace.

Kasunanan Palace is a palace in Solo city which has the elements of culture and art. It is located in Baluwarti, Pasar Kliwon district, Surakarta, Central Java. This ancient palace has fascinating culture heritages to attract tourist to come, such as traditional ceremonies, dances, musics, and heirlooms.

To manage and develop the tourist attraction, Kasunanan Palace has its own bureau that is supported by several components; one of them is front office department. Generally, front office department becomes the first impression to create the image of company. It shows that this department has crucial role in the development of company. Moreover, front office is the centre of all activities. Therefore, bureau of Kasunanan Palace puts front office department as the section that has the duty in managing and developing the site. It is important to know that front office in Kasunanan Palace is different from front office at hotel. Front office at hotel is functioned as the place for ordering the room of hotel or handling reservation, whereas front office in Kasunanan Palace is functioned as the place to give informations and best services to the visitors.
Based on the situation above, the writer is interested to discuss the description of front officer’s jobs in Kasunanan Palace, which is different from the front officer’s jobs in other institution by making a report entitled THE JOBSAT FRONT OFFICE IN KASUNANAN PALACE.

B. Objectives

1. To describe the jobs at front office in Kasunanan Palace
2. To explain the visitor’s perspective of Kasunanan Palace
3. To find out the problems and the solution of Kasunanan Palace

C. Benefit

1. To Kasunanan Palace
   It is an additional input to Kasunanan Palace to increase the performance of the bureau in servicing and satisfying the visitors. Especially for front office department, this article can be used to be the material of evaluation to improve the performance of the department.

2. To the Students of English Diploma Program
   This final project report can be functioned as the additional reference for English Diploma students about Kasunanan Palace.

3. To the Readers
   It is expected that this report could give further knowledge to the reader about Kasunanan Palace bureau.
CHAPTER II
LITERATURE REVIEW

A. Kasunanan Palace

1. History of Kasunanan Palace

Kasunanan palace used to be located in Kartasura. However, there were many happenings causing the movement from Kartasura to Surakarta. The previous story is there was a revolt of Chinese in Kartasura, led by Raden Mas Garendi; Prince Teposono’s son. He won the rebellion and dominated Kartasura Palace. The revolt in Kartasura was known as “Geger Pecinan”. Raden Mas Garendi was also known as Sunan Kuning after this rebellion. Because of this occurrence, Susuhunan Paku Buwono II, his bodyguards, and abdi dalem moved to Ponorogo, East Java, to evacuate.

After several times, Susuhunan Paku Buwono II succeeded to recapture Kartasura Palace from the rebel, but Kartasura Palace was in broken condition. It was not suitable to be palace as the king’s residence. Therefore, Susuhunan Paku Buwono II decided to move Kartasura palace to another place. The chosen place was Sala village; the location is 14 kilometers, southern of Kartasura palace. Then, the name of the Palace was changed into Surakarta Hadiningrat Palace.

Surakarta Hadiningrat Palace or known as Kasunanan Surakarta Palace was founded by Sinuhun Kanjeng Susuhunan Pakubuwono II in
Wednesday, February 17, 1745. He was the first King of Surakarta palace or the last King of Kartasura Palace. Susuhunan Paku Buwono II led Surakarta Palace only 4 years between 1745-1749. The descents of Susuhunan Paku Buwono II become the kings of Kasunanan Palace until today (Winarti: 2004).

2. The location of Kasunanan Palace

Kasunanan Palace is located in Surakarta, Central Java province. The area of Kasunanan Palace is bordered by Gladag Gate in the North, Gading Gate in the South, Gajahan Village in the West, and Bengawan Solo River in the East. The name of village around Kasunanan Palace is Baluwarti, which means fort. It is located between two thick walls, each wall has two meters in width and six meters in height. Kasunanan Palace has two gates. The two gates are Kori Brajanala Kidul and Kori Brajanala Lor (Fajar: 2007).

3. Tourist attractions in Kasunanan Palace

There are several cultural inheritances in Kasunanan Palace such as museum, pagelaran, sitihinggil, and cart room.

a. Museum

Museum in Kasunanan Palace is divided into nine rooms. The rooms contain pictures of Kasunanan Palace’s family and throne chair of king, kinds of objects made from batik and bronze, statue of Java bridal with its accessories, statue of traditional performance such as shadow puppet, kinds of masks and reliefs, various equipments and
devices for Palace ceremony, collections of golden carts, and *Kyai Rajamala* (ship), etc.

Beside that, there is a draw well in the middle of museum. The draw well is known as *Songo* draw well. This draw well consist of two draw wells which are fused into one.

Not only offering collections about antique objects, Kasunanan Palace also has four historical buildings and several trees of *Kecik Sapodilla* (Sawo Kecik), in Java philosophy, *SawoKecik* means “everything is good” or in Java language called “sarwo becik”. The buildings are Sasana Sewoko, Dalem Ageng Prabasuyasa, Sasana Handrawina and Sangga Buwono Tower. Sasana Sewoko is a building which is used for practicing bedoyo ketawang dance, Dalem Ageng Prabasuyasa is Place for keeping heirlooms of Kasunanan Palace, Sasana Handrawina is used as place to entertain of Kasunanan palace and Sangga Buwono tower is a tower which has five floors. The height of this tower is about 30 meters. This tower was built in 1782, and this building is used for meditation of the king. Not only for meditation, Sangga Buwono Tower was also used for controlling situation around Kasunanan Palace (*Nonka*: 2010).

b. Pagelaran

Pagelaran is a building which has 48 pillars. The name of Pagelaran is Sasana Sumewa. The term of Sasana Sumewa comes from the word Sasana, which means “place”, and Sumewa which means “sowan” or
“come”. It was built in 1913 Century. In the middle of Pagelaran, there is a small building named Bangsal Pangrawit. In Bangsal Pangrawit there is a stone. The name of the stone is Selo Gilang. Selo Gilang existed since the administration of Panembahan Senopati in Kota Gedhe Palace. Pagelaran is used by Sinuhun (the king) for holding ceremony, for example graduation ceremony for member of sentono-dalem and bussinesman. This ceremony is known as Miyos Tinangkil. Beside that, behind this building there is a stone called “Abahan” which means a stone which is used for cutting criminal’s head (Fajar:2007).

c. Sitihinggil

Sitihinggil is an area in high land with stone and iron guard rails. It is located in the South of Sasana Sumewa. Sitihinggil comes from “siti” means “land” and “hinggil’ means “high”. The complete name of Sitihinggil is “Sitihinggil Binata Wrata”. Sitihinggil was built in 1774, in the era of Sunan Paku Buwono III (Fajar:2007).

Sitihinggil has several wards, they are:

1) Bangsal Sewoyono

Bangsal Sewoyono is a place for guest to meet with the king of Kasunanan Palace. It was built in the era of Susuhunan Paku Buwono X in 1913.

2) Bangsal Manguntur Tangkil
Bangsal Manguntur Tangkil is a place for the king of Kasunanan Palace when there was religious day, for example (Grebeg) Sekaten, (Grebeg pasa) Idul Fitri, (Grebeg Besar) Idul Adha, etc. Manguntur means “panunggal” and “Tangkir” means “noble or precious”. This building was built on Monday, 1835.

3) Bangsal Witono

Bangsal Witono is a place for abdi dalem to bring ceremony equipments in Kasunanan Palace. Beside that, this building is used as the place for women who bring the symbol of the king’s greatness when the king sits on the throne. In the middle of Bangsal Witono, there is a room which is called Krobogan Bale Manguneng, it is place to keep cannon of Nyai Setomi.

4) Bangsal Angon-Angon

Bangsal Angon-Angon is a place to keep Gamelan (traditional equipment of music in Central Java). The name of gamelan is Kyahi Kanigoro, with ancient “Gong” known as Kyahi Surak.

5) Bangsal Gandhek tengen

Bangsal Gandhek Tengen is a place used for playing Gamelan with traditional song “Kodhok Ngorek” in every Moslem’s Big Day.

6) Bangsal Gandhek Kiwo

Bangsal Gandhek Kiwo is a place for keeping food when celebrating Moslem’s Big Day.

7) Bangsal Balebang

*commit to user*
Bangsal Balebang is a place for keeping Gamelan Patalon Singokrungu (Gamelan Setu), Munggang, Gamelan Kodhok Ngorek Kyah Panji, Gamelan Corobalen Kyah Rendang (Prajurit Baki), Gamelan Gento (it can be played in Java Gamelan Composition and Europe Orchestra), Kyahi Pamesih, and gamelan Santiswara.

Beside that, there are several cannons in Sitihinggil. They are as follows:

1) Kyai Poncoworo (1645) was ever used by Sinuhun Hamangkurat Agung
2) Kyai Santri (1650)
3) Kyai Syuhbrasto and Kyai Segorowono, the two cannons mean the sadness of Pakubuwono VII because he lost the sea and forest authorities
4) Kyai Bringsing from Siam (which today is known as Thailand)
5) Kyai Bagus and Kyai Alus from General Van Der Leen
6) Kyai Nakula & Sadewo from V.O.C.
7) Kyai Kumborowo Kumborawi, and Kyai Kadal Buntung from the era of Mataram

d. Cart Room

Cart room is a place for keeping several collections of golden carts in Kasunanan Palace. The name of golden carts in cart room are:

1) Kyahi Garuda Putra
It is used for picking up the king’s envoy while visiting Kasunanan Palace.

2) Kyahi Retno Pambagyo

The function of this golden cart is similar with Garuda Putra golden cart. It is used for picking up the king’s envoy while visiting Kasunanan Palace.

3) Kyahi Retno Sewoko

It is used as the vehicle of the king’s family such as the king’s daughter and wife.

4) Kyahi Manik Keumolo

It is used for the king to go around the city for a while.

When the writer got job training in Kasunanan Palace, the writer ever experienced the events held in Kasunanan Palace. They are as follows:

a. Sekaten

Sekaten is one of traditional ceremonies for celebrating Moslem’s Big Day by Walisongo. Sekaten is held for celebrating of Muhammad SAW’s Birthday. This religious traditional ceremony is held in Agung Mosque. Sekaten comes from “sekati’ means “balance”. In Arabic language, Sekaten has several meanings. They are, Sakhatain means deleting two things, both are animal and devil characters. Syahadatein means belief about two things, both are Syahadat Tauhid (a belief the
existence of God, Allah SWT) and Syahadat Rasul (a belief that Muhammad SAW is the envoy of Allah SWT) (Poeger: 2002).

b. Jamasan

Jamasan is a process of cleaning heirloom. It is means to clean the dirty heirloom. From this activity, people hope that it could give them safety. This ritual is held in sitihinggil and the heirloom known as Nyai Setomi (Adityo: 2006).

c. Gunungan

After Sekaten, exactly in Muhammad SAW’s birthday, there is a “Gunungan” ceremony which is held by Sinuhun Paku Buwono (Surakarta). Gunungan comes from “gunung”. There are two types of Gunungan, Gunungan Laki-laki (for man) and Gunungan Perempuan (for woman). Gunungan is started from Kasunanan Palace and it is brought until Agung mosque. There is a ceremony before Gunungan to be brought to Agung Mosque (Poeger: 2002).

B. Front Office

According to Wisegeek, Front office is a designation that describes an area of a business where clients and company personal interact (Wisegeek: 2003).

Diandra state that Front office is a division, which deals with the guests directly. This department has a duty to handle the visitor and provides information (Diandra, 2010: 7).
According to Damardjati, Front office is a division, which gives services with guest, clients, and tourists directly (Damardjati: 2001).

The organization chart of Kasunanan Palace can be seen from the following diagram (Setyowati: 2003):

Areas of responsibility:

1. PakuBuwono XII
   The head of Kasunanan Palace

2. Chief of tourism
   To make sure that his subordinate successful in carrying out the duty
3. Treasurer
   To manage the finance

4. Secretary
   To help the chief of tourism

5. Front Office
   To collect the fee, sell the souvenirs to the tourist, and coordinate the guide to handle the tourist

6. Marketing
   To promote Kasunanan Palace

7. Museum
   To take care the museum collections

8. Guide
   To guide the tourist when they visit in Kasunanan Palace
This is the systematics job at front officer in Kasunanan Palace:
CHAPTER III
DISCUSSION

A. The Jobs at Front Office in Kasunanan Palace

This chapter discusses the jobs at front office in Kasunanan Palace. From the analysis and information, it is found that there are some jobs at front office in Kasunanan Palace. The jobs at front office in Kasunanan Palace are as follows:

1. Giving complete information to the visitor

One of the jobs at front office is giving information to the visitor. Visitors usually need more information to know about tourist attractions in Kasunanan Palace. Therefore, front office division has to explain and answer the question from visitor about tourist attractions. Besides, to satisfy tourist’s curiosity about tourist attractions in Kasunanan Palace, front office division also provides several books about Kasunanan Palace’s tourist attractions. The books contain history, images of buildings, collection of priceless objects and documentation of events of Kasunanan Palace.

2. Giving the best services

Kasunanan Palace tries to give best service to the visitors. Therefore, the visitors feel satisfied about Kasunanan Palace, they have interested story from Kasunanan Palace, and Kasunanan Palace gets good image from visitors. The services in Kasunanan Palace are:

commit to user
a. Ticketing

Ticketing is one of the jobs at front office in Kasunanan Palace that should give the best service to the visitor. Visitor has to buy ticket in front office division before they enter Kasunanan Palace. There are several tourist attractions visited by visitors or tourists, i.e.: Pagelaran, Sitihinggil, Cart Room, and Museum. Prices in every tourist attractions are different. The prices are:

<table>
<thead>
<tr>
<th>Tourist Attractions</th>
<th>Ticket’s Price</th>
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<tbody>
<tr>
<td>1) Pagelaran &amp; Sitihinggil</td>
<td>Rp 5,000</td>
</tr>
<tr>
<td>2) Cart Room</td>
<td>Rp 3,000 + Rp 2,000 (photo)</td>
</tr>
<tr>
<td>3) Museum</td>
<td>Rp 10,000</td>
</tr>
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b. Guiding

Guiding is giving information and explanation to the visitor about tourist attractions suitable with plan of tour attraction, which is held. In Kasunanan Palace, visitor could use a guide to give them explanation or they can guide themself (without a guide).

This guide’s fee approximately Rp 20,000 (@ guide). Guides in Kasunanan Palace consist of two categories. First, personal guide, Guide who is handling 1 until 5 people. It does not need another guide to handle the visitors. Second, in group, Guide who is handling 50 until 100 people. It needs another guide to handle this visitors.
B. The Visitor’s Perspectives to Kasunanan Palace

1. Negative Perspectives

In this case, it is found that there were many visitors who do not feel satisfied about conditions, facilities and services in Kasunanan Palace when the writer got job training in Kasunanan Palace. They were visitors from Malaysia, French and Singapore.

Visitors from Malaysia complained about tourist attractions in Kasunanan Palace. They said that they did not feel satisfied about tourist attraction in Kasunanan Palace, because the place was dirty, there were no something special just ordinary. From that complains, I took a conclusion that Kasunanan Palace needed modifications to improve the place of tourist attractions.

While the visitor from French, complained when there was Sekaten event. He was confused about the route to the Kasunanan Palace because there was no direction sign to guide visitor to the Kasunanan Palace. He ever lost in around Kasunanan Palace.

Visitor from Singapore complained about toilet in Kasunanan Palace. They wanted to go to toilet. He asked people about the location of the toilet. After he knew the location of the toilet, he entered the toilet and then he went out from toilet and said that toilet was very terrible. The toilet was not feasible to use.
2. Positive Perspectives

Not only negative perspectives, but also in this case, the writer found that there were several positive perspectives from visitors when the writer got job training in Kasunanan Palace. They were visitors from Medan, Semarang, Holand, and Jakarta.

Visitors from Medan stated that they were happy because they could see Kasunanan Palace. They were interested in the collections of golden carts. They said that there were no golden carts in Medan. It was the first time they saw golden carts.

Visitors from Semarang came to cart room to see collections of golden carts. They said that they felt happy and were interested in seeing collections of golden carts. They took some pictures of golden carts. They were very happy.

Visitors from Holland were very pleasant and good people. They always gave some jokes and chatted with me. They did not give me many questions about Kasunanan Palace, because it was my first guiding experience. They felt very excited about Kasunanan Palace. They said to me, “That it was very nice place; they could learn many knowledges from Kasunanan Palace, i.e. the building in Kasunanan Palace and collections of priceless things etc.

Visitors from Sumatera who study in Diponegoro University were felt interested in the collections of golden carts in Kasunanan Palace. They
did not know about golden carts, because there were no golden carts in their city.

Visitors from Jakarta felt excited when they saw several cannons and Sala tree in Sitihinggil.

C. The Problems and Solutions of Kasunanan Palace

The writer wanted to write about the problems of Kasunanan palace and also the solutions to solve the problems. The writer found several problems in every tourist attractions, i.e in Sitihinggil, Museum and Cart room and every tourist attractions have different problems.

1. The Problems In Kasunanan Palace
   a. The problems in Sitihinggil
      1) Toilet
         Condition of toilet in Sitihinggilis very terrible or in bad condition. There are no people taking care the toilet. The toilet is dirty, dark, the roof is broken, and it can make Sitihinggil less beautiful and get negative images from visitors.
      2) Cleanliness
         In Sitihinggil, the environments are less beautiful. There are many rubbish and only few people taking care this place.
b. The problems in Cart room

1) Cleanliness

The location in Cart room is very dirty, although there are two people who take care and keep the room, but cart room is less clean. There are rubbish everywhere and collections in cart room are not clean and less of caring.

2) Guide in Cart room

There are two people in Cart room to guard cart room, not only to guard Cart room, people in Cart room are also as guide to give explanation for visitor who wants to know the function of the cart, but they cannot speak foreign languages to speak with foreigner visiting Kasunanan palace.

c. The problem in Museum

1) Guide in Museum

Guide is person who is handling, giving information and explanation to the tourist about tourist attractions. There are many guides in museum, only few of them who masters foreign languages.

d. Other problems in Kasunanan Palace

1) The location of front office (ticket room)

The location of front office (ticket room) in Kasunanan Palace is very complicated. The visitor have to walk around to reach the location of tourist attractions or the entrance of Kasunanan Palace.
Kasunanan palace. There are no sign directions to direct them automatically to the tourist attractions. Sometimes, several visitors get lost because they do not know about the directions of the location of the tourist attractions.

2) The parking area

The parking area in Kasunanan Palace is not arranged. There are no ceilings to keep the motorcycle or car safe from sunlight and keep the vehicles from thief, because there are no securities for keeping the vehicles safe.

3) The ticket

Ticket is an important thing to enter the tourist attractions. Visitors have to buy a ticket to enter in Kasunanan Palace but ticket in Kasunanan Palace is too complicated. Many visitors are confused about ticket in Kasunanan Palace, because they have to buy ticket in every tourist attractions.

2. The Solutions for Kasunanan Palace

In order to make Kasunanan Palace more interesting, the writer wants to give solution to reform the problems in every tourist attractions of Kasunanan Palace. Therefore, Kasunanan Palace can repair their problems and become better than previous.

a. The solutions for Sitihinggil

1) Repairing the toilet
Toilet in Sitihinggil is terrible. It should be renovated to make Sitihinggil more beautiful and more interesting. In this condition, toilet should be given more attentions and there must be someone taking care of the toilet.

2) Caring the cleanliness

The environment of Sitihinggil is not clean. It should be given people or AbdiDalem taking care of Sitihinggil and make Sitihinggil more interesting and beautiful.

b. The solutions for Cart room

1) Caring the cleanliness

Room in Cart room must be cleaned and has to be repaired to make the building of cart room more beautiful.

2) improve the guide’s skill

The guides who cannot speak foreign languages should improve their skill to support their job. Therefore, they can speak with foreigner without any problem with the different of the languages.

c. The solution for Museum

The guides who cannot speak foreign languages should improve their skill to support their job. Therefore, they can speak with foreigner without any problems with the different of the languages.

commit to user
d. The solutions for other problem

1) Making a sign direction

Kasunanan palace should make a sign direction to make the visitor easy to find the way to the tourist attractions when they visit Kasunanan Palace.

2) Improving the parking area

Parking area in Kasunanan Palace is not arranged. It is must be repaired or moved away the parking area in a safe place and safe from sunlight. Then, Kasunanan Palace should give a security to keep motorcycle and car safe from thief.

3) Making the simple ticket

There are visitors from foreign who are confused about the ticket in Kasunanan Palace. In this condition, Kasunanan Palace has to make a simple ticket or make package of tour in Kasunanan Palace to visit the object only in one ticket. Therefore, foreigners are not confused about the ticket and comfortable to visit the Kasunanan Palace without buying any ticket again.
CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

In this chapter, some points can be drawn as conclusions.

The writer concluded that the jobs at front office in Kasunanan Palace are giving information and giving the best service to visitor. In giving complete information, front office has to answer question from visitor about tourist attraction. As for visitor needed more information, front office in Kasunanan Palace are also provides books about Kasunanan Palace's tourist attraction. Beside, in giving complete information, front office in Kasunanan Palace tries to give best service to the visitor who visit Kasunanan palace. The services in Kasunanan Palace are ticketing and guiding.

However, in doing their jobs, the writer found perspectives from visitor. Visitor’s perspectives to Kasunanan Palace are first, negative perspectives, the writer found several complaints from visitors. Visitors complained to Kasunanan Palace about the facilities, cleanliness, etc. Second, positive perspectives, Kasunanan Palace got good views from visitor.

The writer also write about the problems in Kasunanan Palace and the solutions. The problems in Kasunanan Palace are toilet in Sitihinggil is very terrible, cleanliness in Sitihinggil and Cart room are less of caring, several guides in tourist attraction can not speak foreign languages, parking area in Kasunanan Palace is not arranged, there are no securities to keep vehicles safe from thief, etc.
The solutions to Kasunanan Palace. Kasunanan Palace should repair their facilities of tourist attractions. It will give advantages to the Kasunanan Palace if Kasunanan Palace repairs the problems of the tourist attractions and also improving the guide’s skill.

B. Suggestion

1. For Kasunanan Palace
   a. Kasunanan Palace should repair the facilities of tourist attractions such as toilet, parking area, etc. It will give advantages to the Kasunanan Palace if they repair the problems of the tourist attractions.
   b. Guides in Kasunanan Palace should improve their skill in mastering foreign languages, especially English language, to support their job. So, the guides in Kasunanan Palace can handle the foreign tourists without having problem concerning the difference of languages.
   c. Kasunanan Palace should improve the caring of the collections of the attractions.