THE GUIDING SERVICE
IN MANGKUNEGARAN PALACE

FINAL PROJECT

Submitted as a partial fulfillment of requirement in obtaining
The English Diploma Program, Faculty of Letters and Fine Arts
Sebelas Maret University

by:
Agus Prasetyo
C9309005

ENGLISH DIPLOMA PROGRAM
FACULTY OF LETTERS AND FINE ARTS
SEBELAS MARET UNIVERSITY
2012
APPROVAL OF THE CONSULTANT

Approved to be examined before the Board of Examiners,

English Diploma Program, Faculty of Letters and Fine Arts

Sebelas Maret University

Title:

THE GUIDING SERVICE IN MANGKUNEGARAN PALACE

Name: Agus Prasetyo

NIM : C9309005

Supervisor,

Dra. Rara Sugiarti, M.Tourism

NIP. 19630530199032001
APPROVAL OF THE BOARD OF EXAMINERS

Approved to be examined before the Board of Examiners,

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Sebelas Maret University

Title:

THE GUIDING SERVICE IN MANGKUNEGARAN PALACE

Name: Agus Prasetyo
NIM: C9309005
Examination Date: July 25 2012

The Board of Examiners:

1. Yusuf Kurniawan, S.S. M.A
   The Chairman
   NIP.197111301999031001

2. Dra. Susilorini, M.A
   The Secretary
   NIP.196506011992032002

3. Dra. Rara Sugianti, M.Tourism
   The Main Examiner
   NIP.196305301990032001

Faculty of Letters and Fine Arts
Sebelas Maret University

Dean,

Drs. Riyadi Santosa, M.Ed, Ph.D
NIP. 196003281986011001
MOTTO

➢ Experience is the best teacher

➢ Talk less, do more

➢ We should be patient and calm for thinking something, but we should be quick for working (Napoleon)

➢ My love, my life, and me, I will be your everything now that we are together, at last.
DEDICATION

I dedicate this Final Project Report to:

- Allah SWT
- My beloved Mom and Dad
- My wife
- My big family
- All My best friends
- My Lecturers

commit to user
PREFACE

Assalamu’alaikum Wr. Wb.

Alhamdulillahirrobil’alamin, first of all thanks to Allah SWT for the blessing so that the writer can finish this final project report. The writer writes this Final Project Report to fulfill the requirement in obtaining the English Diploma III Degree. The writer did the job training in Mangkunegaran Palace as the guide because she wants to learn about the guiding activities at Mangkunegaran Palace and get more experience about tour guiding.

In this final project report, the writer explains the guiding activities at Mangkunegaran Palace, the problems and solution of becoming guide in Mangkunegaran Palace.

The writer hopes that this final project report will be useful for all readers. However, any criticism and inputs are welcome.

Thank you.

Wassalamu’alaikum Wr. Wb

Surakarta, July 31 2012

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Agus Prasetyo
ACKNOWLEDGMENT

Alhamdulillahi robbil’alamin. Finally, I have finished this final project report. First of all, I would like to express my highest gratitude to Allah SWT who makes everything possible. During the process of finishing this final project report, I get many supports and suggestions from many sides. Therefore, I would like to give my deepest thanks to:

1. Drs. Riyadi Santosa, M.Ed, Ph.D, Dean of the Faculty of Letters and Fine Arts for approving the report.
2. Yusuf Kurniawan, SS, MA, Head of English Diploma Program and my Academic Consultant, thanks for the advice and for all the guidance.
4. All my lecturers in the Faculty of Letters and Fine Arts. Thank you for the guidance and knowledge that have been given to me.
5. My beloved Mom and Dad. Thanks for the support, advice, prayer and for all have been given to me, I love you so much.
6. All of the guides crew at Mangkunegaran Palace, thanks for the opportunity that is given to me to have job training here.
7. My big family, especially for my lovely wife Vira. Thank you so much for everything.
8. All of my friends in class thank you so much for the support and also for all sides that help me.

9. All of my friends in Pesaggrahan, thanks for all.

Surakarta, July 31 2012

Agus Prasetyo
ABSTRACT


This final project report was written based on the job training which had been done in Mangkunegaran Palace within a month in February. To get the data, the writer observed the guiding process as trainee guide in Mangkunegaran Palace for a month and interviewed the guides and the staff of Mangkunegaran Palace. The objectives of this report are the guiding activities at Mangkunegaran Palace, the problem of guiding services at Mangkunegaran Palace, the solution of the problems of guiding services at Mangkunegaran Palace. The Problems of guiding services at Mangkunegaran Palace are the monotonous presentation, the mastery of foreign languages, the discipline of the guide, the monotonous display room and the few number of tourist. The solution of the problems of guiding services at Mangkunegaran Palace are adding jokes, taking language course, giving punishment, changing display rooms and having effort to attract more tourists. Guiding service in Mangkunegaran Palace is already good enough. However, the guiding service still has some problems. To provide better guiding service, tour guides of Mangkunegaran Palace should improve their skills in giving service and more discipline when they work.
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LAYANAN GUIDE DALAM ISTANA MANGKUNEGARAN

Agus Prasetyo¹
Dra. Rara Sugianti, M.Tourism²

ABSTRAK

Laporan tugas akhir ini ditulis berdasarkan pelatihan kerja yang telah dilakukan di Istana Mangkunegaran dalam waktu satu bulan pada bulan Februari. Untuk mendapatkan data, penulis mengamati proses layanan guide sebagai panduan trainee di Istana Mangkunegaran selama satu bulan dan mewawancarai para pemandu dan staf Istana Mangkunegaran.
Namun, layanan pemandu masih memiliki beberapa masalah. Untuk memberikan layanan yang lebih baik, pemandu wisata

dari Istana Mangkunegaran harus meningkatkan keterampilan mereka dalam memberikan pelayanan dan disiplin lebih ketika mereka bekerja.

¹ Mahasiswa Jurusan D III Bahasa Inggris dengan NIM C9309005
² Dosen Pembimbing
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ABSTRACT

2012. English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report was written based on the job training which had been done in Mangkunegaran Palace within a month in February. To get the data, the writer observed the guiding process as trainee guide in Mangkunegaran Palace for a month and interviewed the guides and the staff of Mangkunegaran Palace.

The objectives of this report are the guiding activities at Mangkunegaran Palace, the problem of guiding services at Mangkunegaran Palace, the solution of the problems of guiding services at Mangkunegaran Palace. The Problems of guiding services at Mangkunegaran Palace are the monotonous presentation, the mastery of foreign languages, the discipline of the guide, the monotonous display room and the few number of tourist. The solution of the problems of guiding services at Mangkunegaran Palace are adding jokes, taking language course, giving punishment, changing display rooms and having effort to attract more tourists.

Guiding service in Mangkunegaran Palace is already good enough. However, the guiding service still has some problems. To provide better guiding service, tour guides of Mangkunegaran Palace should improve their skills in giving service and more discipline when they work.
CHAPTER I

INTRODUCTION

A. Background

Tourism has become an important commodity in Indonesia. The tourist attractions are scattered throughout the Indonesian archipelago. Indonesia is very lucky to have many potential places. The potential places are related to natural resources that can be developed and used in all sides of life. Indonesia will get a good income from tourism if the Government seriously maintain the tourism sector. Therefore, the Government should pay more attention to develop and promote tourism in Indonesia.

G.A Schmo’l (in Oka A. Yoeti, 1996, p:154). Tourism is "a highly decentralized industry consisting of enterprises different in size, location, function, type of organization range of services provided and methods used in market and sell them".

Indonesia has many tourist destinations. One of them is Central Java which offers various kinds of tourist attractions whether natural, cultural or man made features. Surakarta is one of the regencies in Central Java having many potential tourist attractions that can be developed and served to attract people from many places in the world to visit the region to know what it is like. There are many...
interesting tourist destinations that can be visited by tourist such as Kasunanan palace, Mangkunegaran palace, Radya Pustaka museum, Sangiran museum, Tawangmangu waterfall and etc.

Tourism, of course, requires efforts to introduce the tourism elements. One of the tourism elements is promotion. Promotion is one way to improve Surakarta tourism, and it can also increase the regional as well as the national income. The Government should make a good strategy to suggest the local government especially to handle tourism in Surakarta by enhancing Surakarta Tourism Office. They should inform the public about tourism attractions in Surakarta. Therefore, this government institution should have a good organization and supporting instruments to promote the tourism in Surakarta.

Another tourist service is tour guide. As well as the other tourist products, the facility of direct service of tour guide is very important. According to the *International Travel Dictionary*, “From the tourist’s point of view, the tour guide is a person employed, either directly, by the traveler, an official or private tourist organization or Travel Agent to inform directly and advice the tourists before and during his journey” (Oka, A.Yoeti, 1991, p:17).

Based on the limitation, the duties of tour guide are giving guidance, leading, giving explanation, giving instruction, giving advice to the tourists before and during the tour. He/she is demanded to know about global knowledge, for example art, culture, geography, politics, sence of humors, etc. Beside that, he/she should have good appearance, such as tidy clothes, polite attitudes, and clean
appearance, in order to make tourists feel comfortable and to make good image of the city and even the country. A tour guide must can be positioned in any conditions.

The writer did the job training in Mangkunegaran palace for a month and it was done from January 9 to February 9 2012. During the job training in Mangkunegaran palace the writer became a local tour guide at Mangkunegaran palace. Mangkunegaran palace is one of tourist attractions in Solo and its natural and historical sides are very interesting. It has strategic location in the middle of the city and it is contiguous with tourist services, such as hotels, restaurant, and transportations.

The writer is interested to describe guiding activities at Mangkunegaran palace including the activities, problems and solution. The title of this final project is THE GUIDING SERVICES IN MANGKUNEGARAN PALACE.

B. Objectives

1. To explore the guiding activities at Mangkunegaran palace.

2. To identify the problems of guiding services at Mangkunegaran palace.

3. To find out the solution of the problems of guiding services at Mangkunegaran palace.
C. Benefits

The benefits of this final project report are as follows.

1. The Public

   To help the readers get a reference to improve their ability in English for tourism, especially in tourism promotion.

2. The students of Diploma Program

   This report is expected to be useful for readers, especially for students who are interested in similar object of observation.

3. The Guides of Mangkunegaran Palace

   This report will give advantages for Mangkunegaran Palace guides in improving their guiding services.
CHAPTER II
LITERATURE REVIEW

A. The Mangkunegaran Palace

1. The History of Mangkunegaran Palace

Raden Mas Said, or known more as Pangeran Samber Nyawa, possessed 
*Praja Mangkunegaran* (Mangkunegaran territory) in 1757 as the result of 
*Salatiga Treaty* on March 13, 1757. He is the son of *Pangeran Arya 
Mangkoenegara* and *Raden Ayu Wulan*. Raden Mas Said was the *Prince of 
Mengkoenagara I*.

There was a Chinese rebellion against the Dutch in Batavia and it also 
spread into *Mataram Kingdom* and its surrounding. It happened when *Raden 
Mas Said* was still 16 years old. He and his brother joined with *Mataram 
people* to fight against Dutch. Unfortunately, *Susuhan Paku Buwono II* allied 
with Dutch. People became angry and attacked the palace. After that, *Susuhan 
Paku Buwono II* ran away to Ponorogo.

Meanwhile *Raden Mas Said* and his followers moved to Wonogiri. He 
settled his forces to fight against Dutch. He joined his father in law, *Kanjeng 
Pangeran Mangkubumi* against Dutch in 1743 to 1752. He allied with *Sultan 
Hamengku Buwana I* and he led the troops. But he was fighting alone since 
*Sultan Hamengku Buwana I and Susuhan Paku Buwana III* allied with the
dutch. Because of his struggle and his persistence, he is called as *Pangeran Samber Nyawa* (Prince who spread death).

In 1757, peace treaty was made among *Hamengku Buwana I* who was represented by *Patih Danurejo, Paku Buwana III*, and *Raden Mas Said* in Salatiga Regency. And then it is known as *Salatiga Treaty*. Based on treaty’s result, *Raden Mas Said* had a title *Kanjeng Gusti Pangeran Adipati Arya Mangkunegaran*. However, although he had an equal position with other kings in Java, he was not allowed to sit upon the throne, built *Balai Winata/Bangsal Witono* (a secret building used by the King), can’t have a pair of Banyan trees and a pair of square. Those are used to distinguish his authority from the kings of *Mataram Kingdom* and the kings of *Kasunanan Surakarta Palace*.

2. The Attractions of Mangkunegaran Palace

Mangkunegaran Palace occupies an area of 10,000 meters square. The buildings of the palace are large, the typical of the ancient Javanese style of aristocratic houses. It consists of three main parts; Pendopo Ageng, Paringgitan, and Dalem Ageng. It also has some other buildings, such as Pracimoyoso, Bale Peni and Bale Warni, and Reksopustoko Library.

a. Pendopo Ageng

Pendopo is a joglo (Javanese style architecture) with four saka guru (main pillars) in the center of pendopo. Pendopo is the first building of the three main buildings in the Javanese architecture. The length of Pendopo Ageng is 62.50 meter and the width is 51.60 meter. It is used to hold coronation ceremony, wedding ceremony, traditional ceremony,
traditional dance performances, etc. Pendopo Ageng has four saka guru in the center of pendopo. The height of each pillar is 10.50 meter and the width is 40 cm, the pillars are made of teak wood. The roof is made of teak wood covered by copper and it was made in 1925. The floor is made of Italian marble and it was made at the same time with the roof. There is a painting called Kummudhowati in the middle of the ceiling painted by Mr. Liem To Hiem, a painter from China. The main motif of the painting is Modhang (flame motif), one of the most popular Javanese patterns. Along the edge of painting, it can be seen 12 (twelve) zodiacs. In the center of the painting, there are eight mystical colors which symbolize magical power; black, white, red, yellow, green, blue, pink, and purple. The ceiling is also decorated with lamps made of bronze called “Robyong Lamps” which were derived from Holland and in 1862 it was bought by Mangkunegaran Palace from Bogor Palace.

There are 2 (two) sets of gamelan (instruments of javanese classical orchestra). The oldest one is called Kyai Kanyut Mesem. This Gamelan is the oldest and the complete one since it was made in the Mataram Kingdom period. It is only played on certain occasion, such as coronation ceremony, wedding ceremony, and circumcision. Another gamelan is called Kyai Lipur Sari. It is played every Wednesday with traditional dance performances.
b. Paringgitan

Paringgitan is derived from the word para (place) and ringgit (puppet), since this palace is used for Wayang Kulit (leather puppet) show that plays episodes depicted from Mahabarata and Ramayana. This place is also used for receiving official guests from Royal family. In Paringgitan, there are some paintings of Prince Mangkunegara VII – IX and their wife.

c. Dalem Ageng

Dalem ageng is the main part of all parts in the Javanese houses. It is constructed in the Limasan (pyramid) architectural style, and it has eight saka guru (main pillars). It is only used for traditional ceremonies, for the wedding of Prince’s daughter, and the funerals of family members. In the middle of Dalem Ageng, there is Krobongan. It was originally a Hindu altar for Dewi Sri (the goddess of Rice or Prosperity). The ceremonies are also held in front of this. Neither gamelan, nor music, nor dance ever performed in Dalem Ageng. When there are dances to be seen and gamelans to be heard, it will be played in Pendopo Ageng. The roof of Dalem Ageng is without ceiling and the woodwork is made to look for sunbeams; the sunlight shines in directly through the roof tiles.

The Dalem Ageng is also used to display priceless collections of relics consist of gold and bronze articles from the Hindu Majapahit (1293-1478) and Mataram (1586-1755) periods. This museum also
constitutes one of the rarest collections of high cultural and archeological value in Indonesia.

d. Other Rooms in the Palace

1). Pracimoyoso

Pracimoyoso is a building with mixed Javanese and modern architecture. It was built in 1930’s. It is located in the north west part of the palace. It is used for receiving daily guests of the Prince and his family. It is also used as dining room.

2). Bale Peni and Bale Warni

Bale Peni is located in the right side of Dalem Ageng. It is the private apartment for the Prince and his men maid. Bale Warni is located in the left side of Dalem Ageng. It is the private apartment for the Princess and her women maid.

3). Reksopustoko Library

Reksopustoko library was established in 1867 by Prince Mangkunegara IV. This library is located on the second floor in the east part of the Palace. Reksopustoko library has many collections of old literary works of the late Mangkunegara. The literary was written in old Javanese language.

3. Mangkunegaran Palace Tourism Bureau

In 1968, Prince Mangkunegaran VIII opened this Palace for public as the cultural tourist object of Solo. As a cultural tourism attraction, Mangkunegaran Palace needs an agency that can organize the Palace. Prince Mangkunegaran
VIII gave his policy to establish tourism bureau. This tourism bureau is responsible in maintaining, organizing, and also promoting the Palace.

**Diagram 1: The Organization Structure of Mangkunegaran Tourism Bureau**

![Diagram of the organizational structure of Mangkunegaran Tourism Bureau]

Based on Diagram 1, *KGPAA Mangkunegara IX* is the owner of *Mangkunegaran Palace* and the head of Mangkunegaran Palace Tourism Bureau. In maintaining the tourism bureau, he is helped by a *Chief*. The Chief is the tourism bureau who manages the divisions underneath the chief. *Treasure* and *Secretary* are the assistants of chief of Tourism Bureau. They help the chief in committing to user.
handling finance and correspondence affairs. The chief is also helped by some divisions in developing the Palace and the bureau. Museum Division has the responsibility to maintain the collection of Mangkunegaran Palace. Marketing Division is responsible for promoting the Palace and selling the tourist package of Mangkunegaran Palace. Administration Division is handling the administration of Mangkunegaran Palace Tourism Bureau. Front Office Division is responsible for the tourists’ registration. Guide Sub Division is the division which is underneath the Front Office Division and it has the responsibility to give guidance to the tourists.

B. Tour Guide

1. Definition of Tour Guide

Generally a tour guide is a person who has special occupation in giving explanation, instruction, and guidance to tourist who have a tour. According to the Shorter Oxford English Dictionary on Historical Principle, Vol 1, in general sense of term, the tour guide is a person who is hired to conduct a traveler or tourist and to point out the tourist interest. Based on the description, a tour guide is a person hired by travelers, travel agency, or individual to inform directly and advice the tourists about tourist attraction. According to Keputusan Menteri Pariwisata, Pos, dan Telekomunikasi tanggal 17 September 1988, “Yang dimaksud dengan pramuwisata adalah seseorang yang bertugas memberikan bimbingan, penerangan, dan petunjuk tentang obyek wisata, serta
membantu segala sesuatu yang diperlukan wisatawan” (Oka, A.Yoety, 2000, p:11). It means that a guide’s duties are giving guidance, explanation, and instruction about tourist attraction and he/she also helps anything that the tourists need.

2. Duties of Tour Guide

The duties of tour guide are arranged in Surat Keputusan menteri Pariwisata, Pos, dan Telekomunikasi No: KM. 82 / PW. 102 / MPPT – 88 tanggal 17 September 1988, verse 1 section 3 (Oka, A. Yoety, 2000, p:23). The duties of tour guide are:

a. Accompanying tourists, either group or individual who organized tour with available transportation.

b. Giving explanation about tour plan and tourist attractions, and about tour document, accommodation, transportation, and other tourist facilities.

c. Giving explanation about tourist attraction.

d. Giving assistance to take care of the tourists’ belongings.

e. Giving assistance to tourists who are sick, get accident, get lost, and get other calamities.
3. Classification of Tour Guide

There are various tour guides. They differ based on their skills and place or attraction where they have duties. Based on this there are three kinds of tour guide:

a. General Tour guide

    General tour guide is a guide who has knowledge about economics, politics, religions, cultures, people’s life, and also tourism in general.

b. Special Tour guide

    Special tour guide is a guide who has knowledge and gives explanation about tourist attractions.

c. Driver guide

    Driver guide is a guide who has the main job as a driver, but he/she also has the same skills as other guides’, and he will give service to tourists if he/she is asked questions.
CHAPTER III

DISCUSSION

A. The Guiding Service in Mangkunegaran Palace

One of a tour guide’s duties is giving service to tourists. Every guide has his/her own style and way in giving service to tourists. This is natural, because every guide has to develop his/her technique in giving service based on his/her experiences. The satisfying guiding service is different from each other because it depends on the tourist’s characteristics. To give good services, a tour guide should know the characteristics of tourists. Before leading a tour, guides of Mangkunegaran Palace have some preparations, such as the material and the technique.

1. Guiding technique of Tour Guides of Mangkunegaran Palace

Guiding technique is used for basic guideline in giving service to tourists. It is hoped that by having basic guiding technique, guides will succeed in doing their duties. Guideline about guiding technique for guides is in Guiding System (Suatu Pengantar Praktis) (Oka, A.Yoeti,2000, p:71).

a. Speaking Technique

1) Do not speak too fast or too slow.

2) Do not speak in region language.

3) Speak or explain something enthusiastically.
4) Do not speak with putting your hand in the pocket.

b. Making Relationship

1) Give respect or regard before you or the tourists make conversation. Give it when in first time you meet the tourists.

2) Show that you pay attention to the tourists.

3) Do not cut the conversation or make debate with the tourists.

c. Appearance

1) Guides must have good appearance in doing the duties, such as clean, tidy hair, neat, cleans nails, etc.

2) Guides must have good posture when they stand giving guidance and when they talk to tourists.

3) Guides’ face should always look happy and smile in giving guidance.

2. Duties of Tour Guides of Mangkunegaran Palace

Basically, the duties of tour guides are giving guidance, leading tour, giving explanation, giving instruction, and giving advice to tourists before and during the tour. Besides guides of Mangkunegaran Palace have some other duties in Mangkunegaran Palace Tourism Bureau. Their duties are:
a. Duties concerning the Tourists

1) Give guidance to the tourists.

2) Answer tourist’s question about tourist attraction and others.

b. Duties in the Office

1) Guide in Mangkunegaran Palace also work as front office officer, accountant, and also marketing staff.

2) Give information about anything that are interrelated with product that are sold.

3. Guiding Process in Mangkunegaran Palace

Guiding process in every tourist attraction is generally the same. The guides introduce themselves, explain the rules, and then give explanation about tourist attraction. However, each tour guide of tourist attraction has their own style in guiding process. The guiding process of guides of Mangkunegaran Palace are:

a. Guide introduces her/him self as a tourists’ guide

b. Give opportunity to tourists to take picture or to go to toilet before having tour.

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c. Guide explains the rules of a tourist attraction, before having a tour.

d. Give explanation about a tourist attraction. After finishing explaining each part of the tourist attraction, the guide gives opportunity to take picture.

e. In the end of tour, the guide gives a summary about the tourist attraction.

f. Guide says thank, asks for pardon, and gives complimentary close

4. Tour Guides’ Attitude in Giving Service

The main duties of tour guides are giving service to tourists. A quality service is different from each other. It depends on the tourists. To make the tourists understand and get a quality service, tour guides of Mangkunegaran Palace need to have good attitude, skills, and behavior;

a. Tour guides should have interest to tourists

b. Tour guides should be helpful

c. Tour guides should have professional skills

d. Tour guides should understand to tourist’s problem

e. Tour guides should have polite attitudes and confidence

5. Handling Tourists’ Complaints

Tour guide is the first person who meets by tourists. They accompany tourists during a tour. It is natural if sometimes tourists complaint to tour guides about the service of tour guides or the facilities of tourist attraction. Tour guides of Mangkunegaran Palace have some techniques in facing the complaints of tourists;
a. Listen and accept all the complaints well
b. Do not argue with tourists
c. Try to understand the reason of their complaints
d. If the complaints are accepted, apologize even it is not tour guides’ mistake
e. Do not blame other people

B. The Problem of Guiding Services at Mangkunegaran Palace

There are several problems of guiding service that has been found in Mangkunegaran Palace. The problem can make the tourist feel uncomfortable during the tour so it causes the dissatisfaction of the tourists. The Problem of guiding service in Mangkunegaran Palace areas follows.

1. The monotonous presentation

Some guides give presentation monotonously during the tour and it makes the tourist bored. The guides explain without stopping from one place or room to the other. So the tourists do not have chance to take pictures and observe the history inside the room. Moreover, the guides also give explanation quickly so the information is difficult to be understood by the tourist.

2. The mastery of foreign languages

Only a few number of guides have special skills of foreign language. Mangkunegaran palace is visited by tourists from many countries. There are tourists from the Netherland, Germany, France, Japan,etc.
3. The discipline of the guide

Some guides are not discipline. They come late and leave early. For example, there are tourists who come in the morning but the guides have not yet come. Consequently, the tourist should wait for the guides. It is very disappointing because it can disturb the tourists’ tour schedule. Sometimes, the guides leave their room in work hour so the room is empty. If the tourists or guest want to look for the guides in guide’s room, they cannot find the guides.

4. The monotonous display rooms

From time to time, the collections of historical evidence that are displayed are not changed whereas Mangkunegaran palace actually has many collections of historical evidences. This will make the tourist bored. Consequently, they will not be interested to visit it again.

5. The few number of tourists

At the holiday season in another country, there are many tourists coming to Mangkunegaran palace. But in another season there are not many tourists. It happens because most of the tourists who come to the Mangkunegaran palace are foreign tourists.

C. The Solution of The Problems of Guiding Services at Mangkunegaran Palace

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The problems have caused the process of guiding service does not run well and this makes the tourists feel uncomfortable. To answer these internal problems, Mangkunegaran palace has done several solutions, such as:

1. Adding jokes

To solve the monotonous presentation problem, the guides should improve the presentation to avoid the tourist’s boredom by adding the jokes in the middle of presentation. Moreover, the guides should consider the tourists’ need and the tourists’ condition during the tour.

2. Taking language Courses

To solve mastery of foreign languages problem, some guides should be follow in foreign language courses for several months. The foreign languages which need to be learned are Dutch, Japanese, French, etc because many of the tourists come from those country.

3. Making punishment

For solving the discipline of the guide problem, the Chief of Presentation and Education Team Work has to control the guides whether they come and leave work on time or not. If he knows the guides come late and leave work earlier, he should admonish them. He must ascertain that the guides obey the rule.

4. Changing display rooms

To overcome the monotonous display room problem, Mangkunegaran palace should rearrange the display room by adding and changing the collections displayed with other collection. Sometimes, Mangkunegaran
The Mangkunegaran palace should hold outdoor exhibitions and traveling exhibitions in Solo and other towns in Indonesia.

5. Having effort

For overcoming the small number of tourists, the Mangkunegaran palace has put a lot of effort, such as: spreading out the leaflets for the society, holding traveling exhibitions inside or outside Solo, and making cooperation with the tour and travel agents, and the hotels.
CHAPTER IV

CONCLUSION AND RECOMMENDATION

A. Conclusion

Based on the discussion about the guiding service in Mangkunegaran Palace in previous chapter, there are some conclusions that can be drawn as follows. Related to The guiding service in Mangkunegaran Palace, to give good services, a tour guide should know the characteristics of tourists. Before leading a tour, guides of Mangkunegaran Palace have some preparations, such as the material and the technique. Guiding technique of Tour Guides of Mangkunegaran Palace is used for basic guideline in giving service to tourists. The guiding technique are speaking technique, making relationship, and appearance. Besides guides of Mangkunegaran Palace have some other duties in Mangkunegaran Palace Tourism Bureau. Their duties are concerning the tourists and duties in the office. Guiding process in every tourist attraction is generally the same.

However, each tour guide of tourist attraction has their own style in guiding process. The guiding process of guides of Mangkunegaran Palace are guide introduces she/he self as a tourists’ guide, give opportunity to tourists to take picture or to go to toilet before having tour, guide explains the rules of a tourists attraction before having a tour, give explanation about a tourist attraction, after finishing explaining each part of the tourist attraction the guide gives opportunity to take picture, in the end of tour, the guide gives a summary about the tourist attraction, and guide says thank, asks for pardon, and gives complimentary close.

To make the tourists understand and get a quality service, tour guides of
Mangkunegaran Palace need to have good attitude, skills, and behavior. It is natural if sometimes tourists complaint to tour guides about the service of tour guides or the facilities of tourist attraction. Tour guides of Mangkunegaran Palace have some techniques in facing the complaints of tourists.

The problem of guiding services at Mangkunegaran Palace consist of the monotonous presentation, the mastery of foreign languages, the discipline of the guide, the monotonous display rooms, and the few number of tourists.

The problems have caused the process of guiding service does not run well and this makes the tourists feel uncomfortable. To answer these problems, Mangkunegaran Palace has done several solutions, such as adding jokes, taking language courses, making punishment, changing display rooms, and having effort.
B. Recomendation

Based on the conclusions, the writer has some recommendations for:

1. The Public

   a. To support the efforts of *Mangkunegaran Palace*, both the local society and tourists should conserve the environment.

   b. The local society of Solo should appreciate Solo tourism more.

2. The Guides of Mangkunegaran Palace

   The guides should be more serious in giving explanation about the roles, the history, and the collections of the palace to the job trainees so they can get the point and the guides should also work each other so the information will not be crisscross and the job trainees will not be confused with the information.

3. The Palace Management

   The palace management should provide special room for the job trainees so they can study about the palace well and they do not disturb the visitors and the guides when they are studying.