CHAPTER IV

CONCLUSION AND SUGGESTION

A. Conclusion

1. From the previous discussion, the writer concludes that the writer had done her job training activities for a month in Kasunanan Hadiningrat Palace Surakarta in 19th March until 19th April 2014. During the job training, the writer has several guiding activities, they are: opening and introduction, process of guiding & giving materials about buildings and relicts, and closing. The writer gives explanation about the concise history of Kasunanan Hadiningrat Palace Surakarta, Pagelaran Sasana Sumewa, Bangsal Pangrawit, Bangsal Pacekotan, Bangsal Pacikeran, Bangsal Mertalulut and Bangsal Singanegara. Sitihinggil area consists of Bangsal Sewayana, Bangsal Manguntur Tangkil, Bangsal Witana, Bangsal Manguneng, Bangsal Angunangun, Bangsal Gandhek Tengen, Bangsal Balebang and Bangsal Gandhek Kiwa. Pelataran inti Keraton area includes Sasana Sewaka, Sasana Handrawina, Sasana Pustaka and Panggung Sanggabuwana. The museum of the palace involves room I, II, III, IV, V, VI, VII, VIII and IX.

2. The writer finds out the problems and solutions in guiding and ticketing for foreign visitors of Keraton Kasunanan Hadiningrat Surakarta. The first problem in guiding is not maximum in servicing
foreign visitors because the guide can speak English only, and the solution is the palace must to provide some guides who can speak in others language. The second problem in guiding is the writer does not have material about the description of buildings and relicts in the palace. The writer just records the materials while the guiding process is going on by mobile phone. So, the writer’s knowledge about Kasunanan Hadiningrat Surakarta Palace is lack, it caused the writer only can answer some questions from the visitors. The solution is a new employee must be given the materials which help trainee can do his/her job so that they can learn faster and give their best in servicing the visitors. The problem in ticketing is the lack of spread distribution of officialdom in servicing foreign tourist between the main and second branch, and the solution is the main office needs to displace one officer from main office into second branch so the servicing for foreign visitors can be maximum.

B. Suggestion

During conducting the job training for a month in Keraton Kasunanan Hadiningrat, the writer observed that there are many components that should be improved. Therefore, the writer would like to recommend several things to consider.

a. Keraton management should train the employees who work there. Their services are very influential in satisfying the visitors. It is not recommended if the visitors are disappointed about the
services that they got. The visitors, who got good services, indirectly will have unforgettable and keep it until they back into their residence. Even they will share their experience to people around them. This will be an effective way in promoting by talking through words-of-mouth and has a very significant meaning.

b. Keraton Kasunanan Hadiningrat Surakarta should keep and maintain the buildings and relicts in the palace, in order that the buildings and relicts have long living and young generation can learn history and story about the palace in future.

c. Keraton Kasunanan Hadiningrat Surakarta has to make media promotion unceasingly such as leaflet, brochure, banner, or by promoting in internet or social media. Then, adding a map completed with detail sketch to make sure the tourist not confused about the location of the palace.

d. Keraton Kasunanan Hadiningrat Surakarta needs to improve the facilities of Keraton. They are related to tourist hospitality, for example keeping the cleanliness of toilet to make them comfortable when visiting this site.