

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

First about characteristics of foreign visitors the writer concluded that: 1. Lone visitor is the ones who come alone to museums to meet interesting people because they think museums are safe and comfortable., 2. Group is a group that have. 3. Children is for child under five years old. 4. Family audience is for group for family members. 5. Student adult ratio are students which is more than ten people. For obstacles the writer difficult to monitor the character of visitors one by one.

Second about types of question, the writer concluded that: the type of question most asked by visitors is factual question amount eight questions. Second is convergent question amount six questions. Third is divergent question amount two questions. Amount of question sixteen, there is no type of combination and evaluative question that give to docent. Visitor from Malaysia, Japan, and South Korea not ask question. Obstacles visitor the purpose is only to see the film.

4.2 Suggestion

4.2.1 for monument tugu pahlawan & museum 10 November

The guide room needs to be given an air conditioner or fan so it is cold because the room for a docent is very hot. Museum quality improvement needs to be improved again such as the collection displayed, the cleanliness of the museum, and security needs to be improved. So, docent and visitors are more comfortable.

The writer hopes that the Universitas Airlangga and monument tugu pahlawan museum 10 November can establish a good cooperative relationship.

4.2.2 For D-III Bahasa Inggris

The writer suggests for D-III Bahasa Inggris to assess its student in improving themselves when facing the situation in work field. The author also hopes that students also learn many things when facing employment situations, so that they can be useful in real life.

The writer also expects that D-III Bahasa Inggris could set up a cooperation monument tugu pahlawan & museum 10 November.