CHAPTER I

INTRODUCTION

1.1 Background

Museum is a place to keep many materials which are related to history. Usually, the materials are proofs from every time and moment which had been happening in the past. They were found and investigated. Many of them have related to human life today. Therefore museum becomes one of the destinations in tourism.

Every material in the museum has something that will be shared to visitors. It connects with many things in each detail such as name, kind, function and relation with the other materials. Indeed, the visitors sometimes are eager to know its detail, especially the materials which make them interested. They will give an extra effort to get something that is needed. The things needed are everything related to the materials and shared to visitors; the concepts of the materials maybe defined as information.

As mentioned earlier, information is essence in giving a service to the visitors. That is a reason why the ways in which information was given is an issue in this pinal

paper. To discus about it, there is one important factor related, it is the type of visitors. Basically, the types of visitors are classified based on their education background such as student of school, student of university and teacher also. Student of school usually comes in their education tour. Student of university usually comes to make a paper which is related to some materials in the museum. The other visitors are teacher who comes to make a research about materials which become their material research.

Related to the type of visitors above, the way in which information was given will differ for each visitor. There are some ways which will be used to inform materials. The ways are simple, attractive, and complex. To make the visitors satisfied, applying of these ways should be taken regarding to the type of them.

In the process of giving information, all materials need someone as a connector to give information to the visitors. The person who has responsibility to inform all materials in museum is called guide. It was one of the assignments which the writer had in job training. As a guide the writer should use different ways to inform all information. It had purpose to make the activity of giving information more interesting but still worked out successfully. Based on that reason the writer considered that the ways to inform information were the key of the success of delivering information. All the issues would be described in the paper entitled **"The Way in which Information was Given Related to the Type of Visitors (A**

Description on Guiding Technique at the Room of History of Life in Bandung Museum of Geology).”

1.2. Objectives

The objectives of the final paper are as follows:

1. To give description about the way in which information was given effectively related to the visitors
2. To give description about problems that usually occurred during delivering information
3. To give description about alternative solution to solve the problem in delivering information
4. To fulfill one of requirements to graduate from English Department of Indonesia University of Computer.

1.3 Methods

The method of this final paper is descriptive method. The main purpose of this method is to describe the ways in which information was given related to the type of visitors in delivering information. Data were taken from observation in exhibition room of History of life room in Bandung Museum of Geology. It helps the writer to

get much information about materials. To learn the ways to inform information the writer uses instruction book of guiding.

1.4 **Place and Time of Job Training**

The writer did the job training at Bandung Museum of Geology that is located at Diponegoro street No. 56, Bandung. It was held in 1 month from 28th July to 30th August 2008. The schedule was started from Monday to Friday at 8.30 am to 3 pm.