

EDUCATING STUDENT AT MUSEUM

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ABSTRACT

Museums are buildings used as storage, maintenance, security and utilization of historical relics, art and science for permanent exhibition to the public (tourists) as a tourist attraction that provides educational values to tourists or visitors. To meet the needs of visitors in the museum, competent tour guides are needed as parties who provide information or provide education about the collections owned by the museum being visited. Therefore, the purpose of this journal is to review how tourists learn in museums through tour guides and what the role of tour guides as educators is, namely guiding tourists, providing information, introducing new things from the museum to visitors, informing visit regulations about things that can and cannot be done while in the museum and maintaining quality service. To fulfill the criteria of tour guides and maintain the quality and service to visitors, it is necessary to have continuous training for tour guides. This research uses a descriptive qualitative research method that aims to analyze and describe how visitors or tourists gain understanding or knowledge about the museum through the role of tour guides and what kind of tour guides educate visitors. Researchers use several methods library data collection methods, reading and recording, and processing research materials. In this study, researchers found that tour guides have an important role as educators to educate tourists from the beginning to the end of a visit to the museum.

Keywords: *Museum, Tour Guide, Tourist, Cultural, Education*



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LATAR BELAKANG

A museum is a building used as a permanent exhibition place for objects that deserve public attention, such as relics of history, art and science or a place for storing ancient items. Using buildings as museums where various collectibles are stored is a great opportunity to be used as a learning tool for the general public and the world of education in particular. Sometimes it is difficult for the guides to tell some unfamiliar terminologies which are totally new for the foreigners who do not share the same belief and culture. The guides need to define or describe those terminologies so that they are able to understand, Jumadil, J., & Siswana, S. (2023).. Studying various objects or collectibles in the museum is one way to preserve them so that the story and the overall meaning of the collection items are not lost or destroyed. Therefore, the government through the Ministry of Education, Culture, Research and Technology of the Republic of Indonesia (Kemendikbud Ristek RI) aspires to utilize the museum as a public facility for the world of Indonesian Education to learn to gain knowledge about humans and the history of their development, historical relics, various collections of ancient goods and various information about museums. As stated in Government Regulation No. 66 of 2015 that the museum is an institution that functions to protect, develop, utilize collections and communicate to the public. From here it can be seen that museums have an important role in increasing the knowledge of the general public, specifically students or students in Indonesia under the Ministry of Research and Technology, so that museums and the world of education have a relationship with

each other to be developed. Museum collection items can be a medium for students as a learning resource component that contains instructional material, making it easier to stimulate students to obtain information and knowledge effectively and efficiently. The existence of learning media in the museum as a physical vehicle can also be a stimulus for students to learn more actively. In other words, learning using physical vehicles will create a learning atmosphere that is not quickly boring or creates boredom for students' learning activities. All forms of collections in museums that function as learning facilities for students not only lead participants to the acquisition of new knowledge and understanding, but also lead them to turn on the imagination about situations, conditions or life that occurs through artifacts, books, paintings, carvings, documents or through playing animated videos that are usually only learned through books or learning at school. The existence and function of the museum as described above can be evidence to see how important it is to make learning visits by students to the museum. However, looking at the current reality, one of the museum's functions as a medium for communicating educational values has decreased in demand. The motivation to visit the museum lately is more directed towards having fun without utilizing the museum as an educational tool. However, student learning visits are still being carried out today. The motivation to visit the museum for fun has started to shift the museum's function as a learning tool. Historical objects in the museum that have educational value are only used as a means of photographing by visitors. The facilities are only used as a place to relax without

utilizing them as learning facilities. Books, artifacts, works of art in the form of carvings, sculptures, paintings, musical instruments and cultural nuances ultimately only function as displays without being utilized as a source of information and knowledge. Seeing the reality of the emergence of various activities of the majority of visitors to the museum with motivations as above, it is necessary to handle seriously to restore one of the museum's main objectives, namely the museum as a means of education. Therefore, some forms of handling so that visitors to the museum can get educational benefits are through the role of tour guides in the museum, because the role of tour guides in the museum will facilitate the educational process for visitors. Tourism as education in schools also needs to be applied massively to museums so that students involved in this learning can utilize museums as a learning tool to gain in-depth information and knowledge.

METODE PENELITIAN

Liao, B., Ali, Y., Nazir, S., He, L., & Khan, H. U. (2020) research is an activity aimed at investigating a state of affairs, a reason for, and the consequences of the consequences of a set of special circumstances, either a phenomenon or a variable. The literature study research method is a way to solve problems by tracing the sources of writing that have been made before. In other words, the term literature study is often called a literature study. This type of research uses a literature study. According to Z Mahmud, N., Arifin, A. A., & Mou, L. (2021)., the literature study method is a series of activities related to library data collection methods, reading and recording, and processing research materials. In collecting the data, the

researcher collected the data and information by matching the related sources to the how the student learn in museum through supporting data sourced from research journals, supporting books, newspapers, and other documents which describe related to theory and needed information.

HASIL DAN PEMBAHASAN

Based on research conducted on how tourists learn in museums, researchers found that the use of museums as a means of learning for tourists. In accordance with what the government aspires to and in accordance with the function of the museum, the existence of museums and the world of education is an inseparable unity. One of methods in museum's presentation is Approach method Interactive is a way of presenting collections in a museum where visitors can interact directly with the collection exhibited. Interactive presentation can use technology Information Although, most visitors only interpret the visit as fun, so there needs to be synergy between schools and museums by holding tourism programs as learning in schools and making ongoing visits to the museum. In addition, tour guides have fulfilled their duties in guiding tourists, providing information and introducing things that are perceived as new or that tourists need to know during the trip. This is in line with Wardhani's theory (2008: 234) which states that the function of a tour guide as an educator is "to guide travel with tourists to achieve predetermined goals in accordance with the duties of a tour guide."

Tour Guide Is A Teacher

In the current development of the world of tourism, especially museum that becomes a place of education. Tourists who

visit museum will get new information of history and learn about discipline. Tourist will get new educator in museum because all visitors or tourists will be led by tour guide. A tour guide is one of the frontline generators in advancing the tourism travel industry sector. As stated by (Christopher, n.d.), someone in charge of providing information and connecting with destinations such as monument, memorial or museum. Meanwhile, according to Cohen in (Randall & Rollins, 2009), a tour guide shows places or destination and leads trips. In both senses, it can be concluded that a tour guide leads a journey in which provides information regarding the museum visited. The role of a tour guide is very different from that of a tour leader. In practice, the tour leader only leads the trip and provides general information however, the tour guide includes providing information packaged with interpretation so that gain more knowledge about museum presented. Several researchers explained the role of tour guides. The role of the tour guide according to Pond 1993 in (Christie & Mason, 2014) that the tour guide has five functions, namely as a tour leader, as an educator for, as a liaison with the community, as a host who carries an identity and good name and as a distributor. The role of tour guides according to (Randall & Rollins, 2009), there are four functions of tour guides in leading their journeys, namely having responsibility, providing information and educating, increasing understanding of the environmental and social conditions of the destination visited, carrying identity and have a good image from the destinations called and finally as a local community that provides the needs of information.

Tour Guide Is An Instructure

Another opinion of Weiler 2007 (Al-Okaily, 2022) saying that the role of a tour guide is as someone who bridges with the culture being visited, which is seen from three problems related to tourism, namely physical aspects, visits and understanding of a destination visited. Tour guides have an essential role in the sustainability of a tour trip. Cohen (1985) in (Randall & Rollins, 2009) divides tour guides' four roles: giving directions, social functions, interactive and communicative parts. Tour guides provide orders for through instructions for activities, give suggestions while in attractions, arrange travel schedules so that they run smoothly, and provide directions to the rules that apply while in the museum as a destination, including the rules that apply in the museum. The role of the tour guide offers a pleasant atmosphere during the trip, gives a humorous impression so that it is impressed and gives a high sense of empathy and concern when tourist are in sick conditions and are involved in problems between s who are in the group. In bringing groups, of course, there will be obstacles between in terms of discipline and problems between and local communities. In this case, the tour guide provides a social attitude. The interactive role of the tour guide guides in an organized manner coordinating with the accommodation for the needs and attractions. Finally, communicative, the tour guide provides accurate information and recommends interesting destinations. It states that the part of the tour guide is not only a provider of information about the destination to be visited, but the tour guide acts as an educator for a while they are at the attraction so that tourists follow the applicable ethics and the tour guide carries the perfect name of visited attraction. Continuation of (Luoh & Tsaor 2014) states

that tour guides also handle emergencies that occur and pay attention to the psychological needs, solve problems that occur, handle complaints, entertain and handle in unexpected situations and conditions. On a trip, many possible problems will arise, and tour guides, in dealing with problems, are required to make decisions very quickly. Tour guides, before travelling, indeed find out about the background of the tourist. The experience of foreign and domestic will undoubtedly be different. Tour guides seek information about regarding occupation, culture and age. This will form a different style of tour guide according to the who will be guided.

KESIMPULAN

From the research that the researchers have done, it can be concluded that tourists can learn and get education, information and experience while in the museum seen from the five points of the tour guide function as an educator, namely guiding travel with tourists to achieve predetermined goals in accordance with the duties of a tour guide, providing information, introducing things that feel new or that tourists need to know during the trip, giving advice on things that can and cannot be done to tourists during the trip, and maintaining quality. In addition, tourists can learn history by looking at displays and get education from the guide with the guide's function as a transfer of knowledge and tourists get a new experience because tourists will be invited to imagine by the guide who is a guide.

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