

INTISARI

Planetarium Taman Pintar Yogyakarta merupakan destinasi wisata yang menyuguhkan sajian hiburan tentang astronomi, merepresentasikan simulasi objek astronomi, yang ditampilkan pada langit-langit berbentuk kubah dengan proyektor khusus di tengah ruangan. Penelitian ini bertujuan untuk mengetahui prosedur operasional dan pelayanan pertunjukan benda langit di Planetarium Taman Pintar Yogyakarta selama masa pandemi covid-19 serta kendala apa yang dihadapi selama melakukan prosedur tersebut. Penelitian ini menggunakan metode kualitatif dan menggunakan analisis data deskriptif. Pengumpulan data dilakukan dengan cara studi kepustakaan, observasi partisipatif, dokumentasi dan wawancara. Hasil penelitian menunjukkan bahwa prosedur operasional dan pelayanan pertunjukan benda langit di Planetarium Taman Pintar Yogyakarta terbagi ke dalam 9 tahap yaitu 1) Pegawai Datang (persiapan); 2) Pengunjung Datang; 3) Pembelian Tiket; 4) Menuju Gedung Planetarium; 5) Sampai di Gedung Planetarium; 6) Awal Pertunjukan; 7) Pertunjukan di mulai; 8) Pertunjukan selesai; dan 9) Jam layanan berakhir. Sementara kendala yang dihadapi selama prosedur berlangsung yaitu kekurangan personil; kendala teknis; dan *human error* (seperti *miss communication* antar karyawan).

Kata kunci : Prosedur operasional, Pelayanan, Planetarium Taman Pintar Yogyakarta

ABSTRACT

Planetarium Taman Pintar Yogyakarta is a tourist destination that shows entertaining presentations about astronomy, represents astronomical objects simulation, which is displayed on a dome-shaped ceiling with a special projector in the middle of the room. This study aims to find out the operational procedures and services for the sky objects performance at the Planetarium Taman Pintar Yogyakarta during the COVID-19 pandemic and what obstacles were encountered during carrying out these procedures. This study uses qualitative methods and uses descriptive data analysis. Data was collected by means of literature study, participatory observation, documentation and interviews. The results of the research show that the operational procedures and services for the sky objects performance at the Planetarium Taman Pintar Yogyakarta are divided into 9 stages, that are 1) Employees Come (preparation); 2) Visitors Come; 3) Purchase of Tickets; 4) Go to the Planetarium Building; 5) Arriving at the Planetarium Building; 6) Beginning of the Show; 7) Show starts; 8) The show is over; and 9) Service hours end. Meanwhile, the obstacles faced during the process were the shortage of personnel; technical problems; and human error (such as miss-communication between employees).

Keywords: *Operational procedures, Services, Planetarium Taman Pintar Yogyakarta*