

CHAPTER V

CONCLUSION AND SUGGESTIONS

A. Conclusion

The writer carried out job training for a period of approximately 4 weeks at Immigration Office Class II Tasikmalaya. The unavailability of Writing English Public Service Information Booklet In Immigration Office Class II Tasikmalaya in English was one of the reasons for the writer to carried out job training at Immigration Office Class II Tasikmalaya because the availability of Writing English Public Service Information Booklet In Immigration Office Class II Tasikmalaya in English was expected to be able to help foreigners.

In carried out the job training, the writer conducted field observations to seek information related to public service information in Immigration Office Class II Tasikmalaya as material for making the English booklet. The writer conducted interviews with the head of Immigration Office Class II Tasikmalaya and their staffs. In addition to the two methods, the writer used documentation during the implementation of job training, such as took pictures of immigration facilities and information supporting documents included in the final project report or in the Writing English Public Service Information Booklet In Immigration Office Class II Tasikmalaya. As a complement to the data, the writer also conducted a literature study from various documents related to public service information at immigration that were in accordance with the topic written.

In preparing the Writing English Public Service Information Booklet In Immigration Office Class II Tasikmalaya, many steps have been taken by the writer, namely made observations to determine the main object, discussed with staff and head of Immigration Office Class II Tasikmalaya regarding the provision of public services information. In addition, the writer also hope that the resulting product can help improve public services at Immigration Office Class II Tasikmalaya.

B. Suggestions

There are several suggestions for Immigration Office Class II Non TPI Tasikmalaya to increase performance so that can get public service information easily.

1. Immigration Office Class II Non TPI Tasikmalaya should distribute booklets on social media.
2. Immigration Office Class II Non TPI Tasikmalaya should provide information boards in English so that foreign tourists can find out the passport requirements, immigration document application flow, BAP service, and priority service.
3. Immigration Office Class II Non TPI Tasikmalaya provides English-speaking staff to facilitate and improve communication services for foreign tourists.

