

CHAPTER V

CONCLUSION AND SUGGESTIONS

A. Conclusion

The author carried out job training within a period of six weeks at the Cilacap Class 1 TPI Immigration Office. The results of the author's final report concluded that the lack of quality of service to foreign visitors was due to the lack of knowledge of service officers and the unavailability of service manuals for the service officers. The author sees this as an opportunity to present a solution to this problem by presenting a pocket book as a service guide for officers. The pocket book contains tips for interacting with foreign citizens in providing services and some brief information about immigration.

The content of the material written by the author in the pocket book is a combination of lecture material and practice in the English for Tourism course taken by the author, and also data obtained from the job training process carried out by the author through observation and interview methods. The process of writing a pocket book goes through several general stages in compiling a book, so that this pocket book can be a useful and informative book for Cilacap Class TPI 1 Immigration Office service officers.

With the pocket book compiled by the author, it is hoped that it will be useful for the Cilacap Class 1 TPI Immigration Office in terms of improving the quality of service for the better.

B. Suggestions

Some suggestions that the author would like to convey to the TPI Cilacap Class Immigration Office are:

1. The Cilacap Class 1 TPI Immigration Office can establish a relationship (MOU) with Jenderal Soedirman University to make it easier for General Soedirman University students, especially English Diploma Program students who wanted to apply job training at Cilacap Class 1 TPI Immigration Office.

2. Placing students who are carrying out job training in divisions that match the specialization taken by the student.
3. Improve English language skills for officers, especially officers who work in the residence permit services section who interact directly with foreign visitors.

