

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Making service handbooks for foreigners in English is a solution to help with difficulties in the immigration process. The author created a handbook that contained the requirements needed in the immigration process of foreigners in the Class I Cilacap Immigration Office. Here are some reasons why the immigration office needs to provide a handbook that can help the immigration process of foreigners:

- a) By providing handbook in English language, it will increase the accessibility of the immigration content, especially in the process of immigration for foreigners.
- b) By providing a handbook in English language that explain the terms for the immigration process, it will increase the foreigners understanding.
- c) By providing a handbook in English language, it will decrease the risk of misunderstandings or mistakes that may occurred in the process of immigration.
- d) By having information available in English ensures clarity and understanding of the rules and regulations.

A practical Handbook is designed for users, especially foreigners. Foreigners use handbook to serve as a consultation tool before starting the immigration process. This Handbook comprehensively outlines all

requirements applicable to foreigners at the Cilacap Class 1 Immigration Office. Having an English-language guidebook at the immigration office can improve accessibility, understanding, compliance, integration, empowerment, consistency, community support, and security for immigrants. This initiative contributes to a more transparent and fair immigration process for all parties involved.

## **B. Suggestion**

During one month of job training at Cilacap Immigration Office, the author found that there were some problems. All of the problems eventually would be finished successfully. There are some suggestions for Class I Cilacap Immigration Office that hopefully can increase the foreigners satisfactory while they are completing the requirements in the immigration process.

There are several suggestions that are expected to improve the effectiveness and smoothness of the immigration process especially for foreign nationals. Some suggestions are that because the written requirements are not complete and clear which results in miscommunication between foreign nationals and immigration authorities, immigration authorities need someone who can direct foreign tourists so that tourists can really feel well served, immigration authorities need to provide an explanation of the various tasks of each division in the office.