

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

After completing the job training at Immigration Office Class I TPI Cilacap, I created three informational videos about the innovative services at the Cilacap Immigration Office. The first video introduces the innovation services to help foreigners better understand what the office offers. The second video showcases the facilities at the Cilacap Immigration Office that support the innovation services, aiming to inform passport applicants that the office provides complete and comfortable facilities for excellent service. The third video features testimonials from several passport applicants, with the goal of enhancing the agency's positive image by showing that the staff are not harsh or unkind, but rather firm, professional, and committed to delivering the best possible service. The concept of the videos is a cinematic videos with a two and one minutes duration equipped with English voice-over that be done by a voice-over talent with good intonation to make the video more attractive.

In making informational videos, there are three stages: pre-production, production, and post-production. Pre-production is the preparation stage before entering the production process. There are several stages in pre-production, including finding references, determining the idea, writing the script, storyboarding, technical and non-technical preparations, and creating a time schedule. The production stage is the process of video shooting, voice-over recording, and video editing. Post-production is the stage of finishing and publishing the video.

In making informational videos, there are several obstacles. First, there is a lack of memory space to store high-quality video footage. Therefore, external memory was used to accommodate large

video files, so that the filming process could proceed smoothly and produce high-quality footage. Second, since there are few voice-over talents who are incapable of doing the voice-over in English, the final decision was to find another voice-over talent who could perform the voice-over in English based on the script.

B. Suggestion

There are suggestions that can be considered to improve in the future. First, in conducting job training, it is recommended to pursue an internship at the Cilacap Immigration Office for those interested in gaining valuable experience in public services and the immigration process. Interns will also have the chance to assist in various tasks, such as managing documents, supporting customer service, and helping with passport applications. Second, it is recommended to do an internship at the Cilacap Immigration Office because the Immigration staff especially on public relation department staff can give a good direction and suggestion related in creating the project. Third, it is important to have a structured planning in creating a project, especially video to make it easier to work on each process of making an informational videos.