

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Throughout the job training at PT KAI DAOP 3 Cirebon, the product produced is an English-Indonesian conversation e-booklet intended for frontliners, such as customer service officers, ticketing staff, and train conductors. This e-booklet was designed to serve as a practical guide for improving English communication, especially when dealing with foreign passengers, to help frontliners deliver better and more professional service.

The creation process started with concept development, which involved discussions with the Assistant Manager and consultations with frontliner staff to ensure the content would be relevant and useful. Once the concept was finalized, I conducted observations and interviews during the internship to gather real-life situations and language commonly used in daily operations. These findings became the foundation for writing clear and natural bilingual dialogues.

In creating the English-Indonesian conversation e-booklet for frontliners at PT KAI DAOP 3 Cirebon, I encountered several obstacles throughout the process. The first challenge was confusion in determining how to write and design the e-booklet and finally decided after consulting and reading. The second is what additional content would be added to this e-booklet, which can finally be answered after consulting with supervisors. The third is the shape of the cover and color selection for this e-booklet and can be decided after searching for ideas on the internet.

B. Suggestion

There are several suggestions that can be considered. First, in conducting job training and creating online media-based projects, it is recommended to carry out the internship at PT KAI DAOP 3 Cirebon. The staff of PT KAI DAOP 3 Cirebon is very supportive of students who wish to undertake practical work there. The Passenger Transport Unit provides the freedom to create various types of products, while also offering guidance

and direction to help realize the content or project ideas you want to develop.

Second, doing job training at PT KAI DAOP 3 Cirebon offers the opportunity to directly interact with native English-speaking passengers, providing valuable hands-on experience and language practice that supports English communication skills development.

Third, in producing promotional media such as e-booklets or videos, it is important to begin with proper planning and preparation. This includes determining the concept, content, and visual design of the product. A well-structured plan from the beginning will lead to a more effective and coherent result.

Lastly, for future interns, there are many creative product ideas that can be developed while doing an internship at PT KAI DAOP 3 Cirebon. For example, you can create a video about special ticket fares for specific routes, develop a tourism promotion video that highlights destinations around Cirebon Station, or even make an educational promotional video about Edutrain a learning program that introduces the railway to the public. These projects are highly possible since the facilities and support provided by PT KAI DAOP 3 Cirebon are conducive to media production and innovation.