

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusions

Based on the discussion, the creation of bilingual electronic booklet about services at Perumdam Tirta Wijaya has positively contributed to improving public access to services related information, especially for customers. This project was aimed to help facilitating public understanding of the types of services, procedures, and service flows provided by the company. Although several challenges were encountered, such as limited initial knowledge of the tasks, design skills, and complexity of using two languages, the booklet was successfully completed with the support of the supervisor and related staff. The final product was an informative bilingual digital booklet accessible through Perumdam Tirta Wijaya Cilacap's official Instagram.

B. Suggestions

Based on the results of the job training, several suggestions were provided. It suggested that Perumdam Tirta Wijaya Cilacap continue to develop bilingual digital information platforms to reach a wider customer base. Furthermore, for students conducting similar final projects, it was recommended that skills in graphic design, time management, and effective bilingual writing in both English and Indonesian be improved. Better coordination between departments within the institution was also advised to facilitate more efficient data collection and interview processes during the development of the booklet.