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SUMMARY

This final report, entitled “Bilingual Booklet On ‘Kancil’ Innovation: Promoting Public Services of Immigration Office Class I TPI Cilacap”, is written based on job training activities carried out on August 20 – December 04, 2024 at the Immigration Office Class I TPI Cilacap. The contents of this report include activities during the job training, the process of creating a bilingual booklet (Indonesian and English), as well as the obstacles and solutions faced during the job training. This booklet is designed to provide information on ‘Kancil’ innovations for service users, both Indonesian and foreign citizens. The contents include key details such as the definition, benefits, service schedules, and required documents.

The creation of the bilingual booklet involves several key stages, starting from data collection to the final distribution. The process begins with the data collection through observation and interview with Cilacap Immigration Office staff. In addition, documentation in the form of photos of activities and service facilities is also carried out as a visual complement. Once the content is finalized, the design process is carried out using Canva, where appropriate fonts, color schemes, and layouts are selected to ensure the bilingual booklet is both informative and visually appealing. The final step of the bilingual booklet is distribution. The printed version of the booklet was made into 20 copies and distributed to strategic spots in the Immigration Office Class I TPI Cilacap, while the digital version was distributed via QR code installed in the form of banners at a location near the customer service area to ensure high visibility for office visitors.

During the process of creating the bilingual booklet, several obstacles were encountered and solutions were found. These obstacles involved arranging the layout to suit two languages while keeping it visually appealing and ensuring the content remained relevant for both locals and foreigners. To address these, I regularly consulted with the supervising lecturer, coordination with officers at the Cilacap Immigration Office, and revised the bilingual booklet several times to improve both visual quality and content clarity.

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RINGKASAN

Laporan Tugas Akhir ini berjudul “Bilingual Booklet On ‘Kancil’ Innovation: Promoting Public Services of Immigration Office Class I TPI Cilacap”, ditulis berdasarkan kegiatan magang yang dilaksanakan pada 20 Agustus – 04 Desember 2024 di Kantor Imigrasi Kelas I TPI Cilacap. Isi laporan ini mencakup aktivitas selama magang, proses pembuatan booklet dua bahasa (Indonesia dan Inggris), serta tantangan dan solusi yang dihadapi. Booklet ini dirancang sebagai sarana informasi layanan ‘Kancil’ bagi pemohon layanan, baik Warga Negara Indonesia maupun Warga Negara Asing. Isinya mencakup rincian utama seperti definisi, manfaat, jadwal layanan, dan dokumen yang diperlukan.

Pembuatan booklet ini melibatkan beberapa tahapan penting, mulai dari pengumpulan data hingga distribusi akhir. Prosesnya dimulai dengan pengumpulan data melalui observasi dan wawancara dengan staf Kantor Imigrasi Cilacap. Selain itu, dokumentasi berupa foto-foto aktivitas dan fasilitas layanan juga dilakukan sebagai pelengkap visual. Setelah konten selesai, proses desain dilakukan dengan menggunakan Canva, di mana font, skema warna, dan tata letak yang tepat dipilih untuk memastikan booklet yang informatif dan menarik secara visual. Langkah akhir dari booklet ini adalah mendistribusikannya. Booklet versi cetak dibuat sebanyak 20 eksemplar dan disebarkan ke titik-titik strategis di Kantor Imigrasi Kelas I TPI Cilacap, sedangkan versi digital disebarluaskan melalui kode QR yang dipasang dalam bentuk banner di lokasi dekat area *customer service* untuk memastikan visibilitas yang tinggi bagi para pengunjung kantor.

Selama proses penyusunan booklet, beberapa kendala ditemui dan solusi ditemukan. Kendala-kendala tersebut meliputi pengaturan tata letak yang sesuai dengan dua bahasa sekaligus menjaganya agar tetap menarik secara visual dan memastikan isinya tetap relevan bagi penduduk lokal dan orang asing. Untuk mengatasi hal ini, saya secara teratur berkonsultasi dengan dosen pembimbing, berkoordinasi dengan petugas di Kantor Imigrasi Cilacap, dan merevisi booklet beberapa kali untuk meningkatkan kualitas visual dan kejelasan konten.