

CHAPTER V

CONCLUSION AND SUGGESTIONS

A. Conclusion

The job training I completed at the Immigration Office Class I TPI Cilacap, from August 20 to December 4, 2024, was a valuable and memorable experience. During the job training period, I was placed in the Division of Immigration Information and Communication Technology (TIKKIM), where I handled various tasks such as assisting customer service, managing the WhatsApp Center, creating Instagram content, and archiving documents.

Alongside my daily responsibilities, I also worked on a final project titled “Bilingual Booklet on ‘Kancil’ Innovation: Promoting Public Services of Immigration Office Class I TPI Cilacap.” The bilingual booklet was created to promote the ‘Kancil’ innovation service to both Indonesian and foreign service applicants. The bilingual booklet was distributed in printed form at several strategic spots in the office and in digital format through QR code displayed on banners in accessible locations. The bilingual booklet creation process started with collecting data through observation and interviews with Mrs. Wulan, the Head of the Sub-Section in the TIKKIM division, followed by visual documentation such as photos of service activities. The content was then designed using Canva to ensure it was informative and visually engaging. During the project creation, I encountered challenges in selecting a layout, font, and color scheme that met office standards, as well as tailoring content for diverse audiences. These issues were addressed through design research, staff input, and several revisions, resulting in a booklet that is both informative and accessible.

My job training experience gives me a clearer insight into how immigration services operate on a daily basis. I was involved in various tasks that allowed me to explore and develop some practical skills such as designing and editing during the process. Additionally, working with others helps me strengthen my teamwork and communication abilities. Moreover, I

become more aware of how to carry out tasks responsibly in a professional setting. Overall, the experience prepares me to adapt and contribute effectively in a real work environment.

B. Suggestions

During my internship at the Immigration Office Class I TPI Cilacap, I came up with several suggestions that might help improve the job training program and public services in the future. For the Immigration Office Class I TPI Cilacap, it would have been helpful to share information about the ‘Kancil’ innovation more regularly, both through printed materials and online. The updates should have included the latest service schedules, benefits of the service, and a complete guide on the procedures and requirements for using it. Regular reminder content posted on social media could have also helped raise public awareness that this innovation existed and was accessible. In addition, increasing the amount of English language content, especially for services related to foreigners, and optimizing the quality and consistency of social media posts would have had a positive impact on reaching a broader audience.

There are also several suggestions that might be useful for future interns who are interested in carrying out a job training program at the Immigration Office Class I TPI Cilacap. Firstly, it is important to be proactive by asking questions, learning from experienced staff, and being adaptable to various task. Secondly, it would be helpful to build basic skills in customer service, content creation, and digital tools such as Microsoft Word, Google Sheets, Canva, and CapCut, as these are often used in daily tasks. Thirdly, I also suggest the development of an additional product, such as a printed brochure about the ‘Kancil’ innovation, which is not yet been available. This brochure could serve as an informative medium that is easy to distribute for service applicants, thereby helping expand the reach of the innovation promotion.