

English Guiding Video For ‘Visa on Arrival Extension in One Day Service’ At Cilacap Class I Immigration Office

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KEYWORDS

ABSTRACT

Article History:

Submitted:

20 October 2023

Accepted:

10 November 2023

Published:

31 December 2023

It was carried out from April 3rd, 2023 to May 3rd, 2023 at Cilacap Class I Immigration Office, Central Java. The main task was producing a guiding video of "Visa on Arrival Extension in One Day Service" The video was made in English to make it easier for foreigners to understand. Furthermore, another task was assisting the Immigration Information Technology Division in the development of infographics regarding immigration services, intended for publication on the social media platforms of Cilacap Class I Immigration Office.

The process of creating a guiding video included planning, script writing, shooting, and post production editing. The guiding video was reviewed and revised before being approved for publication on Cilacap Immigration Office's social media platforms, including Instagram, Facebook, and YouTube. It aims to provide information and assistance to foreigners in the process of Visa on Arrival Extension in One Day Service, and improve the services provided by the Cilacap Class I Immigration Office.

Obstacles encountered during the job training and production of the guiding video encompassed miscommunication, incongruity of creative visions, adverse weather conditions, and the presence of a large number of visitors at Cilacap Immigration Office. Solutions were implemented such as comprehensive meetings for mutual understanding, discussing creative visions in detail, checking the weather forecast, and scheduling shooting out of peak hours.

Keywords: Immigration, Visa on Arrival Extension, Tourism, Guiding Video

APA 7th Citation:

Cahya, R.D.A. (2023). English Guiding Video for “Visa on Arrival Extension in One Day Service” at Cilacap Class I Immigration Office. *Jurnal Vokasia, Vol 3 (2)*, 82-96

DOI: <https://doi.org/10.20884/1.vokasia.2023.3.2.11207>

Introduction

Immigration office can act as a gatekeeper in a country. This is because immigration is the first and last institution that frees foreigners from entering and leaving a territory. The Immigration Law is also related to the constitution, because it involves institutional functions, relations between countries, aspects of population, nationality and citizenship.

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In Indonesia immigration law is based on national law. At the same time, the purpose of the immigration law is to protect all Indonesian people and all of Indonesian bloodshed to maintain national sovereignty. The function of Immigration contained in Law of The Republic of Indonesia Number 6 of 2011 on Immigration, Immigration tax functions as an immigration service, as law enforcement, as state security, and as a welfare builder. Regarding to law enforcement in the field of immigration, everyone who enters or exits the territory of the Republic of Indonesia must comply with the laws contained in the Immigration Law and its derivative regulations. Foreigners who come to Indonesia have problems registering immigration services.

The Cilacap Immigration Office is going up to class I in 2021, which was previously Class II. Cilacap Class I Immigration has the responsibility in the field of Immigration Control and Enforcement. Immigration control includes supervision of Indonesian citizens and supervision of foreigners.

Immigration on supervisor for foreigners in Indonesia are regulated in article 38 of Law Number 9 of 1992 concerning supervision of foreigners in Indonesia including the entry and exit of foreigners to and from Indonesian territory, as well as monitoring the activities of foreigners in Indonesian territory. Although the Cilacap Immigration Office has been promoted to class I for two years, many information boards have not been updated and this has hampered the monitoring process as stated in article 38 of Law Number 9 of 1992. Therefore many foreigners get confused when they want to apply for a permit at Cilacap Immigration Office.

According to the interview with Staff Intalkim at Cilacap Class I Immigration Office, one of the obstacles is the lack of information about the Visa on Arrival Extension procedure using the English language. One of their newest innovation, is the KANCIL RAPID or "Kantor Imigrasi Cilacap Ready Pick Up In a Day" which means the Visa on Arrival Extension in one day service. In the procedure, visitors only need to pay the visa fee and fill out a form on the spot, and within a relatively short period of time they can obtain a temporary entry permit to the country. VOA is usually granted to people from certain countries that do not have a visa free agreement with their destination country. Based on this problem, a guiding video about Visa on Arrival Extension in English is necessary, so that foreigners can better understand the procedure.

Method

Observation

According to Creswell (2014), observation is a systematic process that involves direct observation and documentation of behaviour, events, or phenomena in the natural environment or relevant context. The observation technique is a one-way collection of information about objects or events that are visible or detectable by the senses. In some ways, the information obtained through observation has a higher level of accuracy and reliability than the information obtained through interview.

In the process of observation, the service process at Cilacap Immigration Office was directly observed by taking part in servicing customers. To facilitate the observation process, steps taken by officers in serving foreigners were followed. Interactions between officers and visitors were observed, and everything that happened during the

observation was recorded. At the time of observation, many customers arranging for Visa on Arrival Extension in one day service were late due to a lack of information regarding the requirements.

Interview

According to Arikunto in Mahardika (2014), the interview can also be interpreted as an oral questionnaire conducted by two people called the interviewer and the resource person to get things that the interviewer wants to know. The interview technique is a systematic way to obtain information in the form of oral statements about an object or event in the past, present, or future. Interviews are divided into (1) planned interviews and (2) incidental interviews. A planned interview is carried out to obtain information materials in accordance with the pre-planned theme. The interviewer has to prepare an interview guide and determine the source or relevant informants. The source in question is the party that is deemed to have knowledge and experience related to the planned theme. Meanwhile, in the incidental interview, the interviewer is less likely to prepare things, considering that the objects or events that occur are incidental or unplanned. Nevertheless, it does not mean that the interviewer has no knowledge of the method or the rules of a certain interview.

The planned interview method with a list of questions that had been prepared in advance was used. These questions were designed to be asked to the staff of Cilacap Immigration Office in order to obtain specific information about the obstacles faced by foreigners in obtaining services at Cilacap Immigration Office. From the results of the interview, it was found that the information board has not been updated. It was about the procedures for making Visa on Arrival In One Day Service Extension with the latest conditions, therefore a Guiding Video in English for foreigners will be made.

Documentation

According to Joseph (2017), documentation is the process of storing and compiling information in written or visual form that can be accessed again for reference or analysis purposes. Audio and video documentation: This method involves using voice or video recordings to record and store information. This method is often used in situations where the information that needs to be documented is better explained through sound or visuals.

Documentation was taken with a camera. The pictures were the immigration service activities and visitor activities at the immigration office. They were used as material for the guiding video for Visa on Arrival Extension in One Day Service at Cilacap Class I Immigration Office. Recording the guiding video script using English on paper and writes down some of the deficiencies that occur when the immigration service takes place were the next stage.

Results

English for Tourism

Tourism is one sector that can be a source of funding for the government and society. Many factors influence the development of the tourism industry; one of them is the human resource factor. The adequacy of human resources is an effective way to promote

tourism in the region. The quality of human resources is supported by the knowledge of English as an international language (*lingua franca*) common in the tourism industry. English language proficiency is crucial for tourism professionals as it enables effective communication with international tourists. Moreover, it allows them to understand and cater to the specific needs and preferences of diverse visitors. In addition, English proficiency also enhances the image and reputation of a destination, as it creates a more welcoming and accessible environment for international travelers. According to Richards (2014), English for tourism is important in effective communication between travelers and tour guides. The ability to communicate well in English allows travelers to clearly convey their needs and get the information they need. According to Mao (2012), good English speaking skills enable travelers to engage in deeper interactions with locals, understand local culture, and get better information about tourist attractions. From the conclusion of this theory the use of English in tourism can make it easier for tourists to communicate when visiting tourist attractions around the world. To obtain a permit to go abroad, tourists need Indonesian Immigration Office.

The Immigration Office in Indonesia has a close relationship with the tourism industry. The Indonesian Immigration is responsible for regulating the entry and exit of foreigners into Indonesian territory. In the context of tourism, the role of the Immigration Office becomes crucial as they are tasked with managing visa issuance, residence permits, and other immigration administration. The existence of an Immigration Office in Indonesia can facilitate the tourism industry in receiving visitors from various countries.

Guiding Video

According to Winston (2000), a media and communication expert, video is a recording of moving images presented in an electronic format and displayed on a monitor or television screen. Guiding video contain information and instructions about an object. According to Nugroho (2014), guidance is the process of providing guidance or direction to individuals or groups in achieving certain goals. This guidance or direction can be given in person or through social media. Guiding video are usually designed in a clear and systematic way, making it easier for the viewer to understand and follow the steps taught in the guiding video. Typically, guiding video come with narration or voice commentary that provides further explanation of what is being shown in the video. It can be concluded that the theory of guiding videos contains information and instructions about an object which carries the meaning of direction, assistance, and can also be interpreted as a guide. To promote the guiding video to the community, social media can be used to make it more accessible to people who need the video guide.

According to Belch (2014), promotion is a communication process consisting of various elements such as advertising, personal selling, public relations, and sales promotion, which are used to create awareness, generate interest, and influence consumer buying decisions. Therefore, it can be concluded that by utilizing guiding video, the immigration office can reduce the time needed to provide explanations to each individual directly. Guiding videos are accessible to anyone at any time and can be used

as reference guides available online. This can help reduce queues and speed up the service process at Immigration Office.

Process of Creating Guiding Video

The process of creating a guiding video is not simple and detailed. Therefore, the guiding video process has standard operating procedures that are followed. This aims to help manage production so that no process is missed. According to Andhika (2019), there are three steps to produce a guiding video. They are preproduction, production, and postproduction. Preproduction is the first step in producing a guiding video. It includes making a concept for guiding video, writing scripts in English for guiding video, preparing properties. The next step is production. Production is the second step in creating a guiding video. It includes shooting a guiding video according to the concept. Postproduction is the last step in creating a guiding video. It includes editing, reviewing, correcting, and publishing of guiding video.

It can be concluded that the theory of video making will make it easier to create guiding video products. There are effective ways to make guiding videos based on the desired concept. By implementing this theory, it is expected the guiding video products will turn out perfectly.

Visa on Arrival (VOA)

In accordance with the development of the three functions of Immigration, which serves as a public service, law enforcement, and national security, immigration office must run in harmony and balance, both in technical activities and administration. This is especially important in Immigration Institution's policy on granting Visa on Arrival (VOA) to foreigners who come to Indonesia as tourists or for business purposes. According to the Decision of The Minister of Justice and Human Rights of The Republic of Indonesia, Number: M-04.IZ.01.10 of 2003, dated December 31, 2003, it is stated that VOA is a government policy regarding immigration permits, namely the matter of traffic entering and leaving the territory of the Republic of Indonesia and the supervision of foreigners in the territory of the Republic of Indonesia. Therefore, the government, through Immigration Office, provides facilities in the form of ease for foreigners who will enter the territory of the Republic of Indonesia by providing VOA, which can be given to foreigners intend to visit Indonesia for the purpose of tourism, social and cultural visits, business visits, or government duties.

This is done by considering the principles of benefit, mutual advantage, and not causing security disturbances. Thus, VOA as a written permission is an Immigration facility that can be given to foreigners who come to Indonesia. Therefore, VOA can be given at certain airports or sea ports when foreigners arrive in Indonesia. VOA is a written permission or Visa given by Immigration officials at the Immigration inspection place upon the arrival of foreigners from certain countries who intend to visit or travel to Indonesia for tourism purposes.

Immigration Office has the authority to grant visas and residence permits to foreign tourists who wish to visit or live in Indonesia. The visa granted can be in the form of a tourist visa, business visa, social visit visa, and so on. The procedures and requirements

set by Immigration Office greatly affect the ease and accessibility of foreign tourists coming to Indonesia.

Previous Studies

The first report was written by Ramadhan (2022) entitled "Making Videos in English to Promote Tourism Attractions Managed by KPH Banyumas". This report aims to promote tourist attractions in Banyumas through social media, namely to find out the role of Pokdarwis, a tourism group in the promotion of tourist attractions, and find obstacles and solutions in making promotional videos. The similarities between this report and this job training report are the use of English in videos and the use of videos as a medium for conveying information. The difference is that Ramadhan's uses video only for promotion, while the video product in this job training report uses English for guidance in a service at Immigration Office.

The second report was written by Widyawati (2022) entitled "Producing English Guidance Book Of Customer Service At PT Angkasa Pura I, Yogyakarta International Airport (YIA), Kulon Progo". The purposes is to produce an English guidebook for customer service, find out the obstacles experienced and find the right solution to overcome the problems experienced while compiling the guidebook. The similarities between Widyawati's report and this job training report are the use of English in the products made and the use of the same interview method as the direct interview technique. The difference is that this report uses a customer service manual to facilitate communication with airport visitors in English, while this report uses a video in English for guidance in a service at Immigration Office.

Company Profile

Cilacap Class I Immigration Office was first established on June 28, 1969, at Jalan Letjen S. Parman No. 49, Cilacap, Central Java. The working areas of Cilacap Class I Immigration Office are Banjarnegara, Purbalingga, Kebumen, and Banyumas. At the beginning of its establishment, Cilacap Class I Immigration Office was led by Mr. Sutondo as the head of the office. The location of Cilacap Immigration Office, which has been in existence since 1969, has not undergone any permanent changes as of November 26, 2012. Cilacap Immigration Office moved to a new building located at Jalan Urip Sumoharjo No. 249 Cilacap, during whose leadership period was Mr. Syamsul Bahri and Minister of Law and Human Rights of the Republic of Indonesia was Mr. Dr. H. Amir Syamsuddin, S.H., M.H. Cilacap Class I Immigration Office, which is currently led by Mr. Yoga Ananto Putra S.H., has won the title of Immigration Free Zone from Corruption from the Ministry of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia. Then, in 2021, Cilacap Class I Immigration Office was officially upgraded to Class I, which was originally Class II. Now it becomes Cilacap Class I Immigration Office under the leadership of Mr. Yoga Ananto Putra S.H., many have declared Immigration Office free of corruption.

Vision, Mission, Motto and Service Promise Cilacap Class I Immigration Office

In order to provide better, faster, cheaper, and non-discriminatory services, Cilacap Class I Immigration Office has the following vision, mission, motto, and service promises:

Vision	: Community to Obtain Legal Certainty.
Mission	: Protect Human Rights.
Motto	: Serve Sincerely.
Service Promise	: Certainty Requirements, Cost Confirmation, Certainty of Completion Time.

Organizational Structure

Cilacap Class I Immigration Office has an organisational structure that aims to facilitate the division of work procedures for employees and officials. The following is the organizational.

Duties and Responsibilities

The duties and responsibilities of each section in the structure of the above organization are as follows:

Head of administration.

Administration Section have tasks as follows:

- a. Doing staffing affairs. In this task the section head performs tasks such as compiling administrative work programs, coordinating administrative tasks, fostering and developing administrative tasks.
- b. Doing finance affairs. The Head of Administration has the task of managing Cilacap Immigration Office budget. The duties involve preparing budgets, allocating funds for various purposes, and ensuring funds are used efficiently and in accordance with policy.
- c. Doing letter correspondence, equipment and housing stair affairs. In this task, the Head of Administration has the responsibility of managing and processing incoming and outgoing letters in accordance with the instructions of the Head of Cilacap Immigration Office. Additionally, Head of Administration is responsible for managing office inventory and assets, which includes procurement, maintenance, and recording of office owned assets.

Head of Immigration Information Technology Division

- a. The Immigration Information Technology Division is responsible for securing information technology systems and infrastructure used in the operations of Cilacap Immigration Office. This includes protection against cyberattacks, security policies, and access controls.
- b. Communication Facilities Section Immigration has the task of doing maintenance and security documentation for immigration as well as means of communication.

Head of Traffic and Immigration Status Division

- a. Checking and processing immigration documents: Employees of this division will check and process immigration documents such as passports, visas, residence permit cards, and other travel documents. They will check the validity of the document and ensure that the document holder meets any applicable immigration requirements.

b. Immigration Status Section has the task of doing affairs screening, research, completion application permission stay, change permission status immigration, and research to truthfully evidence citizenship someone and give letter information immigration in framework completeness application citizenship.

Head of Intelligence and Immigration Enforcement Division

a. Sub-Supervision Immigration has the task of monitoring violations of licencing immigration and hosting cooperation between agencies in the field under foreign control.

b. Sub-prosecution Immigration has the task of doing investigation and prosecution, prevention and deterrence, sheltering and caring for strangers who do not have the right to repatriation, repatriation, and expulsion for violations of immigration based on the applicable regulations.

Facilities and Infrastructure

Immigration services to the public are the commitment of the Directorate General of Immigration, namely by providing better, faster, and non-discriminatory services. Cilacap Class I Immigration Office, located at Jalan Urip Sumoharjo No. 249 Cilacap, in carrying out its functions, provides various facilities and infrastructure both for employees and for the public who wish to apply for documents and immigration permits, as follows:

Whatsapp Customer Service

WhatsApp customer service was used for people with high mobility to get information about immigration service, the requirements for making a passport, the fee, time's processing the files that are being processed.

The Kancil Persami Service

The Kancil Persami Service is for people who want to pick up their passports in person but do not have time from Monday to Friday. They can collect passports on Saturday and Sunday at Cilacap Class I Immigration Office passport collection counter.

Playground Area

With a playground area, parents can focus on their immigration process without having to constantly supervise their children. This can improve service efficiency because parents can focus on documents and procedures that must be completed.

Nursing Room

The nursing room at immigration office is a very important facility to provide access and comfort for mothers who are breastfeeding. The nursing room is a dedicated space designed to provide comfort and privacy for nursing mothers. It offers a calm and quiet environment where mothers can breastfeed or express milk for their babies. The overall aim is to provide a comfortable and supportive environment for nursing mothers, ensuring their privacy and convenience while they tend to their babies' feeding needs.

The Waiting Room with WiFi facilities

The Waiting Room with WiFi facilities and free drinks at immigration office has the function of providing comfort to applicants who are waiting for their turn.

Photo and Interview Room

The functions of immigration photo and interview locations are to carry out identification, identity verification, security surveillance, background checks, and document monitoring in the immigration process. This helps the state to maintain national security.

Comfortable parking area

A comfortable parking area in Cilacap Immigration Office is a place designed to facilitate safe, orderly, and comfortable parking. A large and comfortable parking area aims to provide an easy, safe, and comfortable parking experience for drivers.

Mosque

Mosque inside immigration offices may provide prayer facilities for Muslim immigration office employees and visitors. This allows them to perform their prayers and worship according to the prayer times.

Canteen

The canteen located at Cilacap Immigration Office provides food and drinks for visitors and office employees.

Auditorium

Cilacap Immigration Office's auditorium is a multi-purpose room designed for activities involving a number of people, such as meetings, presentations, seminars, conferences, performances, or other events. It provides a spacious and functional space to hold various events, be they on a small or large scale.

Discussion

- **Activities at Cilacap Class I Immigration Office**

In the first week, a plan was made to determine the purpose of the Visa on Arrival Extension in One Day Service guiding video, the target audience, and the main messages to be conveyed. A research was done by collecting complete information about the Visa on Arrival Extension in One Day Service from the staff of the Immigration Stay Permit Division, namely Mr. Fathoni. The information asked includes requirements, procedures, costs, and processing time. The scripts were written in English that would be used in guiding video and ensures that information and scripts are in English with correct grammar and have been supervised by supervisors, Mrs. Gigih Ariastuti Purwandari and Mr. Kristianto Setiawan, along with an officer of Cilacap Immigration Office in the Immigration Technology and Information Division, namely Mrs. Wulandari, so that the guiding video can be presented clearly and easily understood.

- In the second week, a video was taken by preparing video capture equipment such as cameras, microphones, and appropriate lighting. This week, pictures were taken at various locations relevant to the Visa on Arrival Extension service at Cilacap

Immigration Office. In the process of creating a video that illustrated the Visa on Arrival Extension process at the Cilacap Immigration Office, the team had carefully planned a well-coordinated division of tasks. After carrying out the process of writing scenarios, scripts and visual concept video were prepared. Roby Mardiantama took photographs using the appropriate camera equipment and lenses, while Sandro adjusted the lighting to ensure that the atmosphere in the video accurately reflected the situation at the Immigration Office. Cilacap Immigration Officers, Mr. Fathoni and Mr. Gani, played supporting roles as per the predetermined scenario. The solid teamwork and effective communication among all team members resulted in a video that provided an accurate and engaging depiction of the visa extension process at the Cilacap Immigration Office.

- In the third week, the video editing process was done in accordance with the concept and script that had previously been written in English. During the editing process, visual and audio elements to create an informative and captivating guide were done. Relevant graphics, illustrations, and infographics were thoughtfully incorporated to elucidate the procedures and requirements outlined in this guide, providing the audience with a clearer visual comprehension. Dubbing certain video segments, with the aim of improving the overall quality of the guide. Diligent efforts were made to adjust and enhance the audio quality within the video. The volume stabilization was carried out with great precision, a task handled by the video creator to ensure a comfortable auditory experience for the viewers. To uphold the guide's appeal, there was a background music that resonated with the mood and purpose of the video. The music titled "Fun Memories," sourced from the "MorningLightMusic" channel on YouTube, was thoughtfully selected, adding a positive emotional dimension and enriching the viewing experience. Throughout the entirety of the editing process, maintain open and good communication with employees of the Information and Technology Section of the Cilacap Immigration Office, especially with Mrs. Wulandari. This communication aimed to gather valuable insights and ensure the alignment of this guide with the procedures and standards set by the Cilacap Immigration Office. Such consultations were conducted to mitigate the potential for errors and guarantee the guide's ultimate quality.
- In the fourth week, the revision process was completed. In order to produce a quality guiding video, conducted a review of the edited video and consulted with staff of the Immigration Technology and Information Section, namely Ms. Wulandari. As a result, during the consultation, it was found that there were several parts of the video that needed revision, such as unclear dubbing. After being consulted, overall revision was made based on the request of the Immigration Technology and Information Division staff. After being revised and approved by the Immigration Technology and Information Division staff, the results of the English guiding video would be submitted to Cilacap Immigration Office to be published on the social media of Cilacap Immigration Office, such as Instagram, Facebook, and Youtube, so that it was easily accessible and known to all applicants for Visa on Arrival Extension in one day service.
- Practice Creating English Guiding Video
Pre-production

- Making a Concept for Guiding Video

The first stage was planning regarding the content, purpose and form of the integrated video with Mrs. Wulandari. The next was observing important information regarding Visa on Arrival Extension in one day service that needs to be conveyed to the public, such as document requirements, application procedures, costs, and time required. The last stage was consulting with Ms. Wulandari to determine the ideal duration of the video to explain all the information about Visa on Arrival Extension in a clear and concise one day service.

- Writing Scripts in English for Guiding Video

The script was used in the guiding video, after the planning stage was completed and approved by the supervisor. At the stage of writing the script, and the language is arranged in clear, structured, and easy-to-understand English and have been supervised by the supervisors, Mrs. Gigih Ariastuti Purwandari and Mr. Kristianto Setiawan. An officer of Cilacap Immigration Office in the Immigration Technology and Information Division, namely Mrs. Wulandari, also checked it, so that the guiding video can be presented clearly and easily understood. The writing style was also adjusted to the target audience, foreigners who wish to extend their visas. Subtitles in English were also provided in the guiding video to make it easier for the 25 audience to record important information, such as document requirements that must be completed.

- Preparing Properties

The room and property to be used for taking video were coordinated and prepared by the supervisor at Cilacap Immigration Office. The area that will be shown in the video guide is prepared and cleaned together with the Cilacap Immigration Office staffs. Several properties, such as personal documents, application forms, passports, and airplane tickets, were also prepared. Several properties at the Cilacap Immigration Office that could not be made, such as passports of foreigners with visa stamps on them, were also borrowed.

- Production

- Shooting a Guiding Video According to The Concept

After the property and shooting room have been prepared, then the office supervisor directed to prepare the equipment needed for shooting, such as a camera and tripod. Additionally, ensure that the lighting in the room and area to be filmed is adequate. In the process of taking pictures, always made sure to use lighting that can make objects and details clearly visible. A microphone was also used by when taking pictures to ensure good audio quality in the resulting footage. Shooting locations in the Cilacap Immigration Office environment were also chosen, such as the office entrance, applicant waiting room area, immigration service payment counter area, canteen area, applicant parking area, and residence permit service counter area, which provided Visa on Arrival Extension services and facilitated the audience in understanding the atmosphere and location of the service.

- Postproduction

- **Guiding Video Editing**

After shooting was finished, the supervisor at Cilacap Immigration Office direct to begin editing the video and combining the recordings that had been taken according to the script. In the process of editing, used the VN Video Editor application. During the editing process, adjust the duration of each clip so that it flows properly and matches the information conveyed. In each video clip, added graphics, titles, animations, and subtitles in English, with the position, size, and colour of the subtitles easily readable and in accordance with the duration and content of the video so that important points can be clarified. Voice dubbing was also added to several video clips to clarify information about Visa on Arrival Extension requirements for one day service.

- **Review and Correct Guiding Video**

After the editing process was finished, the video as a whole was reviewed with the supervisor at Cilacap Immigration Office. The supervisors ensured that all information is conveyed clearly and that there are no errors in the English subtitles. In the guiding video review process, received several revisions from the supervisors, by adding ATM and Mobile Banking animations and money sound effects that indicate the applicant is in the process of paying for immigration services. In the process of this review, several video revisions provided by the supervisors were corrected. After the videos have been revised, and the next step was to submitted the results of the video revisions to the supervisor. Thus, they can be reviewed and approved to continue the publication process.

- **The Publication of Guiding Video**

After the guiding video had been revised and approved by the supervisor at Cilacap Immigration Office, the supervisors to upload the result of guiding video file about Visa on Arrival in One Day Service to Google Drive and submit it to the office staff of the Immigration Information Technology Division. Thus, it can be published 2nd May 2023 on `Cilacap Immigration Office's social media, including Youtube, Instagram, and Facebook. The accessibility of the video for foreigners in need of guidance for the Visa on Arrival service in one day was ensured and achieved by providing an engaging guiding video for viewers.

- **Social Media Managing**

Cilacap Class I Immigration Office is active in providing the latest information about immigration services on social media. Cilacap Class I Immigration Office has active social media on various platforms thus everyone can easily reach it. There are various social media accounts owned by Cilacap Class I Immigration Office, namely Instagram (@imigrasi.cilacap) with 5.099 followers and Facebook (Kantor Imigrasi Kelas I TPI Cilacap) with 1.300 followers, and YouTube (Kantor Imigrasi Kelas I TPI Cilacap) with 1.460 subscribers. In processing the social media of the Cilacap Immigration Office, the only social media to be handled is Instagram, the assignments are to upload various infographics about Immigration services and answer some questions from customers who ask through social media.

- **The Obstacles and Solutions in Creating English Guiding Video**

In this section, the obstacles encountered during the job training and the creation of the English guiding video were explained, such as:

- Miss Communication

In making a guiding video about Visa on Arrival Extension at Cilacap Immigration Office. There were several obstacles faced such as, communication between the officer. Here are some common problems and solutions to overcome miss communication:

- Lack of Video Concept Understanding

In the process of making the video, problems were faced, one of the problem was the lack of understanding of the video concept between the author and Mrs. Wulandari, an officer of Cilacap Immigration Office. Mrs. Wulandari had a different understanding of the content of the video or the method of conveying information, which causes missed communication. An example of miss communication was the delivery of information to the audience. According to Mrs. Wulandari, in the guiding video there must be a "money sound effect" to indicate the actor was acting in the payment process, while the "money sound effect" was not needed because there were actors in the payment process scene.

- In the constraints of a lack of understanding of the concept of the video, a solution was found by holding a comprehensive meeting where understanding was shared to Mrs. Wulandari as the supervisor. The discussion about the purposes of the guiding video is to convey the message, and there is a desired communication style from Mrs. Wulandari that needs to be followed.

- Incompatibility of Creative Visions

Problems with the incompatibility of the creative vision with Mrs. Wulandari as the supervisor were experienced, as she had a different creative vision regarding style, layout, and visual animation in editing the Visa on Arrival Extension in One Day Service guiding video. In this obstacle there are several solutions. One of the solutions was by discussing the creative vision in detail from the beginning of the meeting. Visual references, such as a video example from one of the immigration services about Visa on Arrival Extension on YouTube, were analyzed to find inspirations, creative ideas and clarify the desired vision. Evaluations and meetings were conducted with Mrs. Wulandari to ensure that every piece of creativity in the guiding video had a mutually agreed-upon vision.

- Lack of Coordination with Cilacap Immigration Officer

The obstacle faced was the lack of coordination to communicate effectively, because several officers were assigned outside the city. Therefore, it hindered the exchange of ideas, input, or feedback, which was important to improve the quality of the Visa on Arrival Extension in One Day Service guiding video. The solution to this problem was scheduling regular meetings with Mrs. Wulandari as supervisor to facilitate open and clear communication. Their meetings are always maximized and Mrs. Wulandari to actively share thoughts, input, and feedback. In addition, efficient communication tools, such as whatsapp used to maintain smooth communication. With a clear understanding, good coordination, and effective communication, the problem of missing communication between the officers and the author at Cilacap Immigration Office can be effectively overcome in the creation of the Visa on Arrival Extension in One Day Service guiding video.

- Bad Weather

When creating a guiding video about Visa on Arrival Extension at Cilacap Immigration Office, there were several obstacles like bad weather such as rain, which

resulted in a delay in shooting the guiding video. It affected the quality of image and audio as well as disrupt the overall video production process. During shooting, rainy weather problems were frequently occurring in succession for 3 days, which led to delays in the shooting schedule. Solution was found to deal with bad weather constraints, which involved monitoring and checking weather forecasts regularly via "Google Weather" to anticipate bad weather. If bad weather was expected, changes to the shooting schedule or the postponement of video production until better weather conditions were always considered.

- **Too Many People**

The process of making a guiding video about Visa on Arrival Extension in one day service was interfered with by a problem with the crowded visitors at Cilacap Immigration Office. They made some noise, such as conversations, and footsteps, which interfered the audio quality in guiding video. In this problem, the author had a solution to deal with it, such as scheduling shooting outside of peak hour. The peak hour at Cilacap Immigration Office was identified, and a quieter time was chosen to schedule shooting outside of these hours in order to minimize crowds. Staff and visitors at Cilacap Immigration Office were also communicated to ask for their cooperation during the process of making the video. The purpose and importance of the guiding video being made were explained, and they were asked to reduce noise or avoid the area being used for shooting. To improve the audio quality in the guiding video, the author also used a microphone that had a noise reduction feature to reduce the noise.

- **Low Specification Device**

The limitations in the iPad specifications presented a bottleneck in the video editing process. These limitations included slow performance when processing high-quality videos, storage limitations that restricted the ability to save intricate projects, and constraints in utilizing advanced video editing applications. This made editing intricate and professional videos challenging on the iPad. Consequently, users often had to seek alternatives, such as uninstalling infrequently used apps and resorting to simpler video editing apps that complied with iPad specifications. Despite this, the iPad remained a favored choice for quicker and less intricate video editing. All of these factors contributed to the editing process becoming slower and less efficient.

Conclusions

The activities carried out during the job training, were done based on the direction of the agency supervisor. After going through the video editing process, the process of making a Visa on Arrival Extension guiding video in one day service in English is considered successful. Thus, it is suitable for publication of Visa on Arrival Extension applicants at Cilacap Class I Immigration Office.

This guiding video is used to overcome obstacles such as not knowing the procedures and requirements when foreigners wish to extend their Visa on Arrival. Producing a guiding video in English to make it easier for foreigners to understand the process for extending a Visa on Arrival in Indonesia. With this guiding video, it will have the benefit of improving the services of Cilacap Immigration Office, which can overcome the problem of the lack of content in English at the office.

Acknowledgements

Praise and gratitude to Allah Azza wa Jalla for the presence of plenty bless and His grace, that this article is properly finished. Greetings and salawat may always be bestowed to the Prophet Muhammad Shallallahu 'Alaihi wa Sallam. May Allah Azza wa Jalla always bestow grace, health, gifts and blessings that has been given to the world.

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