
Index of Public Service Satisfaction in Making Passport at the Class I Immigration Office Denpasar

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Abstract

The aim of this study is to investigate the Satisfaction Index Public Service in Making Passports at the Class I Immigration Office in Denpasar. The theories that support here are satisfaction, service, satisfaction index community service and passport. Researcher uses sampling Purposive to determine the sample size finally obtained 160 people sample whereas those person who is taking care of a passport at the Class I Immigration Office in Denpasar in 2018. After the data is collected, it is then processed using techniques qualitative analysis, namely community satisfaction index analysis. From the results of the analysis community satisfaction index, the results of the calculation of the Satisfaction Index can be obtained Public Services in Making Passports at the Class I Immigration Office in Denpasar that is, of the 5 public service variables, 3 variables are tangible variables with an average value of 3.26, reliability with an average value of 3.32 and empathy with an average value of 3.28 including the quality of service A with the category service performance is very good. While 2 variables are responsive variables with an average value of 3.13 and assurance with an average value of 3.22 including in service quality B with good service performance categories. It can be concluded overall results of the calculation of the Community Satisfaction Index in service making a passport, namely the quality of service is "B" with an average value 3.25, and the conversion value of IKM 81.25 which is included in the performance category good service.

Keywords: Immigration office; Index satisfaction; Passport; Public service

I. INTRODUCTION

Service is the activity of a person, group and or organization both directly and indirectly to meet the needs of the community in the form of goods or services.

The government as a service provider for the community today is demanded to be able to provide quality services so that the community is satisfied, because one of the functions and roles of government that are now increasingly needed by the public is public services organized by government agencies that provide public services. The delivery of public services will never be separated from the relationship of the government as the service provider and the public as users of public services provided by the government. Seeing the importance of quality services so that the people served are satisfied, it is expected that simple procedures and the ability of employees in an agency, especially government agencies to realize maximum service satisfaction, effective and efficient.

Public service is the fulfillment of the desires and needs of the community by the state organizer. Public services emphasize the priority of public interests, facilitate public affairs, shorten the process of carrying out public affairs, and provide satisfaction to the public. The legal governing public services in Indonesia is Law Number 25 of 2009 concerning Public Services.

Likewise through shifts that occur in the era of globalization formed individual consumers where this must be responded to by increasing public service satisfaction. In this context it can be understood that public services undergo increasing demands from the community, especially those relating to service satisfaction provided by public organizations. The government as a provider of public services, must always improve its quality.

This causes of the demands of the community towards improving service satisfaction from year to year becomes even greater. Meanwhile the practice of service delivery did not experience significant improvement. For this reason, it is hoped that there will be improvements in increasing

public service satisfaction. Public service delivery is an attempt by the state to fulfill the basic needs and civil rights of every citizen of the goods and administrative services provided by the public service provider. Despite the efforts made by the government, the reality of public services has not yet shown significant changes regarding the complicated service procedures, the lack of certainty and the timeframe for completion, the very cost expensive, non-transparent requirements, less responsive service personnel attitudes are often found evenly in all areas of government service today.

The problem above is certainly interesting to be examined and analyzed in depth, especially in the Denpasar City Immigration Office in providing passport services as we know it is directly under the Directorate General of Immigration, the presence of the Immigration Office in Denpasar clearly has a very important role. Especially in the case of public services in the management of matters such as travel documents, visas and facilities, residence permits and status, intelligence, investigation.

II. LITERATURE REVIEW

Definition Satisfaction

Satisfaction is a feeling or perception of someone who obtained by comparing expectations with the reality obtained. Someone will feel satisfied from the service obtained if the service is in accordance with their expectations and meets the quality of service. While someone feels dissatisfied if the perception that their expectations of the service received has not been fulfilled. In addition, satisfaction measurement is an important element in the performance evaluation process where the ultimate goal to be achieved is to provide better, more efficient, and more effective services based on community needs. Community satisfaction is the main goal of excellent service. Therefore, as service personnel do not have the slightest reason not to try to satisfy the community. A service is considered satisfactory if the service can meet the needs and expectations of service users. Public satisfaction can also be used as a reference for the success or failure of the implementation of programs implemented in a public service institution.

Besides that Community Satisfaction Index (CSI) is data and information about the level of community satisfaction obtained from quantitative and qualitative measurements of public opinion in obtaining services from public service providers by comparing their expectations and needs (Minister of Administrative and Bureaucratic Reform Decree No. 25 of 2004). Furthermore, Based on the service principle as stipulated in the Ministry of Administrative and Bureaucratic Reform Decree Number: 63 /7/2003 which is then developed into 14 elements that are relevant, valid and reliable as a minimum element that must exist for the basis of measuring the community satisfaction index which includes service procedure, service requirements, clarity of service personnel, discipline of service personnel, responsibilities of service personnel, the ability of service personnel, speed of service, justice of getting service, staff courtesy and friendliness, fairness of service costs, certainty service costs, certainty service schedule, environmental comfort, convenience of service. Then, Service is an implementation of a planning program to meet the needs of the community as well as possible. In other words, Public services are all service activities carried out by public service providers in an effort to meet the needs of service recipients and the implementation of statutory provisions.

Morover, there are 3 types of public services, namely a) Administrative Services is public services that produce a variety of official document products that are needed. b) services is services that produce various forms of services needed. c) services of goods is services that produce the types of goods needed. further, According to the presentation of Pustaka.com Study (2013) there are four important elements in the process of public service based on Bharata, (2004: 11), namely service provider, service recipients, type of service and customer satisfaction. Likewise, the principle of public service is reflected in transparency, accountability, conditional, participatory, security of Rights, balance of rights and obligations. In addition, the principle of public service according to the decision of Ministry of Administrative and Bureaucratic Reform No.63 /7/2003 includes simplicity, clarity, certainty of time, accuracy, security, responsibility, completeness and infrastructure, ease of access, discipline, courtesy and hospitality and convenience.

Despite that Service standard is a standardized in the administration of public services that must be obeyed by service providers and or recipients of services. The regulation of Ministry of Administrative and Bureaucratic Reform includes service procedure, settlement time, service fees,

product service, facilities and infrastructure and competency of service providers. Likewise the quality of service and customer satisfaction is something related to customer needs, where quality service can provide products and services according to customer needs, expectations and satisfaction.

Definition of Passport

A passport is proof of self-identity outside the country. Passports are state documents. This is the obligation of the passport owner to keep and protect it as well as possible. There are several types of Indonesian passports, each issued by a different institution. Firstly, Public passport (green bound, there are two different types of pages), issued by the Directorate General of Immigration, Ministry of Law and Human Rights. This passport is issued to citizens for regular trips abroad. Secondly, Official passports (blue bound), issued by the Ministry of Foreign Affairs. This passport was issued to technicians and administrative officers of a diplomatic mission or for civil servants / governments who are carrying out overseas assignments and thirdly is Diplomatic passport (black bound), issued by the Ministry of Foreign Affairs. This passport is used to identify diplomatic representatives from their home countries. These passport holders enjoy some ease of treatment and immunity in the country where they work.

Passport Management Requirements at the Class I Immigration Office Denpasar

The regulation of Minister of Law and Human Rights of RI No. 8 of 2014 concerning Ordinary Passports and Travel Letters Like Passports 1) An application for an ordinary passport can be submitted by Indonesian citizens in the territory of Indonesia or outside the territory of Indonesia 2) The ordinary passport as referred to in point 1 consists of an ordinary passport and electronic ordinary passports 3) Regular passports as referred to in point 2 are issued using the Immigration Management Information System. 4) An application for an ordinary passport can be submitted manually or electronically. By attaching the required documents: a) Citizens domiciled in Indonesia, that is, for Indonesian citizens domiciled or located in the territory of Indonesia, an ordinary passport application is submitted to the Minister or an Immigration Officer appointed at the local Immigration Office by filling out the data application and attaching the completeness documents which consists of a) E-KTP or Certificate from the Subdistrict / DISDUKCAPIL which explains evidence of recording e-KTP or certificate of moving abroad. b) family card. c) birth certificate or marriage certificate or marriage book, or diploma, or baptismal certificate. d) Indonesian citizenship certificates for foreigners who obtain Indonesian citizenship through citizenship or the submission of statements to elect citizenship in accordance with statutory provisions. e) letter of change of name from the authorized official for those who have changed the name.

Public services in making passports are divided into three regions with different public services in each region, namely: 1. Public Services at Class I Immigration Office Denpasar. Public services in making passports for Indonesian citizens such as: making ordinary passports, travel documents like passports for Indonesian citizens, travel documents like passports for foreigners, cross-border travel documents or cross-border PAS, withdrawal, limitation, revocation and replacement of passports regular, and work and holiday visa recommendations. Public services in making passports for foreign nationals such as: VISA visits, VISA-free visits, limited VISA stay, visit stay permits, limited stay permits (ITAS), permanent residence permits (ITAP), limited stay permits / permanent residence permits for marriage subjects mix and transfer status of residence permit. 2. Public Services at the Immigration Office I Special PI Ngurah Rai such as: making a new passport, changing passports, free visiting VISA, visiting VISA, visiting stay permits, staying visit VISA, limited residence permit, permanent residence permit, calculation of visit stay permit. 3. Public services at the Singaraja Class II Immigration Office. Public services at Singaraja Class II Immigration Office such as: making a new passport, changing passports, revoking passports. While the 2 variables included in good service performance are responsive with a value of 3.13 and assurance with a value of 3.22.

III. METHOD

In this study, the population is the whole use of the passport service at the Class I Immigration Office Denpasar while the sample used is the person who is taking care of the passport at the Class I Immigration Office in Denpasar. This research design is a qualitative descriptive method. The

qualitative descriptive method only describes the situation or event. Therein is an attempt to describe, record, analyze, and interpret the conditions that currently occur or exist. Then, the data collection technique that would be used in this study is an interactive technique. Interactive data collection would be done by observation, questionnaires, and documentation. The data analysis technique consisted of score determination techniques (Likert scale).

IV. RESULTS AND DISCUSSION

Based on the analysis that has been done for the variable Analysis of Public Service Satisfaction Index Variables in Making Passports can be voiced that of the five public service variables, 3 variables included in the excellent performance are tangible with a value of 3.26, reliability with a value of 3.32 and empathy with a value of 3.28 and the questionnaire given to each respondent namely from 15 service elements or indicators, 8 elements are included in the excellent service performance, namely the clarity of passport service procedures with a value of 3.36 and the politeness and friendliness of officers in providing services with a value of 3.36, an element of discipline of officers in providing services with a value of 3.34, the element of the ability of officers in providing services with a value of 3.33, the element of responsibility of each employee in providing passport services with a value of 3.31, the element of concern for officers in providing information on the management of a passport with a value of 3.28 and the element of sincerity service unit officers in assisting in making passports with a value of 3.28, an element of certainty in the cost of service with a value of 3.26. Whereas 7 elements included in good service performance are clarity of technical service requirements and passport with a value of 3.25 and clarity of officers in providing certainty of passport settlement with a value of 3.25, element of fairness of passport management fee with a value of 3.24, element of response of officers seriousness of unit staff services in assisting the making of passports with a value of 3.18, an element of time certainty and schedule of services provided with a value of 3.17, an element of comfort and security of officers in providing services with a value of 3.12 and an element of speed and accuracy of services provided with a value of 3.08.

V. CONCLUSION

Based on the analysis that have been carried out, the conclusions that for all 15 service elements or indicators, 8 elements are included in excellent service performance, namely the clarity of passport service procedures with a value of 3.36 and the courtesy and friendliness of officers in providing services with a value of 3.36, the disciplinary element of the officer in providing services with a value of 3.34, the element of the officers' ability to provide services with a value of 3.33, the element of responsibility of each employee's duties in providing passport services with a value of 3.31, the element of concern of the officer in providing information on the management of a passport with a value of 3.28 and the element of seriousness of the service unit officers in assisting in making passports with value 3.28, the certainty of service costs with a value of 3.26. Whereas 7 elements included in good service performance are clarity of technical service requirements and passport with a value of 3.25 and clarity of officers in providing certainty of passport settlement with a value of 3.25, element of fairness of passport management fee with a value of 3.24, element of response of officers seriousness of unit staff service in assisting in making passports with a value of 3.18, an element of time certainty and a schedule of services provided with a value of 3.17, an element of comfort and security of officers in providing services.

Besides that five public service variables, 3 variables included in the excellent performance are tangible with a value of 3.26, reliability with a value of 3.32 and empathy with a value of 3.28.

While the 2 variables included in good service performance are responsive with a value of 3.13 and assurance with a value of 3.22.

Briefly, verall analysis, the Public Satisfaction Index of passport services at the Class I Immigration Office in Denpasar received a score of 80.25 with a "B" service quality and a "Good" service performance.

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