

QUALITY OF SERVICE IN PASSPORT APPLICATIONS AT CLASS I NON TPI BOGOR IMMIGRATION OFFICE

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ABSTRACT

Improvements to public service systems and procedures leading to excellent public service provided by officials/bureaucrats to the public should be carried out with full attention so that it is hoped that it will generate positive views from both customers and officials providing services. Therefore, the implementation of public services must be carried out and run based on service principles in accordance with applicable regulations. This is qualitative research with a case study approach. Data collection was carried out using semi-structured interviews with 15 passport applicants, participant observation and documentation. The results of this research show that the quality of public services at the Bogor Class 1 Immigration Office has experienced a significant increase, and is in accordance with service standards according to the Decree of the Minister for Administrative Reform namely Kep. MENPAN No. 63/KEP/M.PAN/7/2003 which includes service procedures, completion time, service costs, service products, facilities and infrastructure, and competency of service officers.

Keywords: Quality of Service, passport application, Bogor Immigration Office.

INTRODUCTION

Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers, namely every state administering institution, corporation, independent institution. which are formed based on law for public service activities, and other legal entities that are formed solely for public service activities, the law that regulates public services is Law number 25 of 2009.

Nowadays, service quality is a problem that often occurs in every public sector. This is indicated by the fact that there are still many complaints from the public about not receiving optimal services in the mass media, which can give rise to a bad image of government officials who provide services. State officials or government officials are expected or required to have abilities in the form of adequate knowledge, skills and behavioral attitudes, in accordance with current service and development demands. Meanwhile, another concept defines ability as an innate or learned characteristic that allows a person to do something mental or physical (Gibson, 2003).

The main focus of public services in Indonesia is meeting the needs of citizens. This shows serious efforts to provide services aimed at the community as stated by Osborne and Geabler, namely as meeting the needs of service users, not the bureaucracy of service providers (meeting the needs of customers not the bureaucracy) (David Osborne and Ted Geabler (2008).

One of the government agencies that also provides public services is the Class 1 Non TPI Immigration Office. The passport service has gone through several changes. The passport service was first carried out manually, the service was only based on a time limit in which the applicant could receive the service if he submitted the application before 12 noon. If the applicant is late from 12 noon, they will not receive service and will have to queue the next day. This is why many people are willing to queue from morning at the immigration office just to get service that day. After service based on time limits, it changes to service based on quotas, where if the quota is full then the applicant will not get service on that day so the case is the same, namely uncertainty about when they will be served (Helpiastuti, 2023).

However, since July 20 2020, the Bogor Class 1 Immigration Office has occupied a new building not far from the location of the old building. This research is aimed at answering the question of how the quality of service at the Bogor Class 1 Immigration Office is currently compared to before and what things the public still complains about regarding service. The results of this research will contribute to improving public services in government agencies in general and Immigration offices in Indonesia in particular.

RESEARCH METHOD

This research is a qualitative study with a case study approach. According to Moleong (2017:6) qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions and so on holistically and by means of descriptions in the form of words and language, on a special natural context by utilizing various natural methods. Qualitative research according to Hendryadi, et. al, (2019:218) is a naturalistic investigation process that seeks a deep understanding of natural social phenomena.

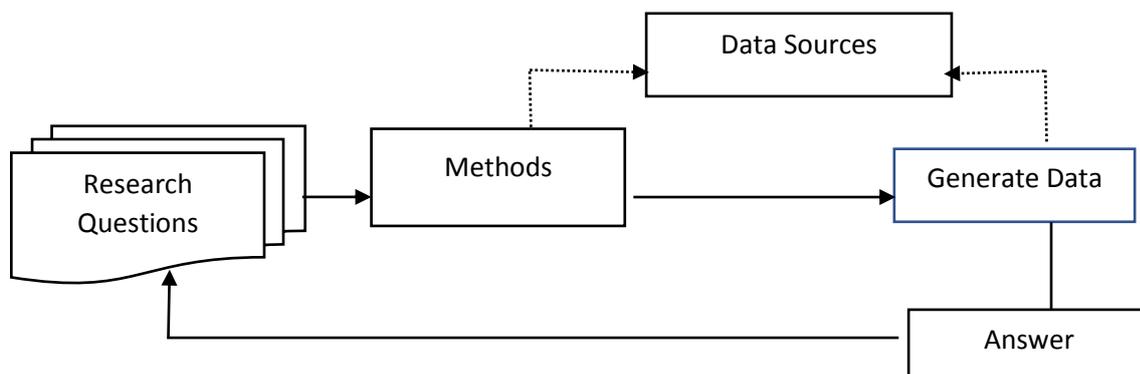
Creswell (2014), a case study is a research strategy for carefully investigating something by collecting complete information using various data collection procedures. Case studies are a process of seeking empirical knowledge to investigate and research various phenomena in real life contexts (Yin, 1996). Tellis (1997) explains the definition of the case study method that this method is a research method that has a unit of analysis that refers more to the system of actions carried out than to the individual himself or a particular institution. This research is most appropriate to use a case study because it will highlight cases related to services that occurred at the Bogor Class 1 Immigration Office.

Data collection was carried out by interviews, observation and documentation. The interview applied was a semi-structured interview. According to Sugiyono (2018: 467), this type of interview is included in the in-depth interview category, where semi-structured interviews are carried out by asking questions freely compared to structured interviews but still adhere to the interview guidelines that have been created. The purpose of this interview is to find problems more openly. In collecting data, researchers interviewed 15 passport applicants at the Immigration Office.

The researcher determined the sampling technique using proportional sampling, namely the technique of sampling data sources with certain considerations that are considered to know best about what is expected so that it will make it easier for the researcher to explore the social

situation in the field (Sugiyono, 2018). Therefore, the criteria set by researchers are that informants are those who have experience in applying for passports at the old and new Immigration offices. In this way, the informant can explain his opinion about his experiences in these two places. Apart from that, researchers also applied triangulation, namely classifying informants based on several criteria so that the data source was more valid, namely senior informants (over 60 years old), people with disabilities, and pregnant women. Meanwhile, observations were carried out using non-participant observation where the researcher was not directly involved and was only an independent observer (Sugiyono, 2018). Data collection through documentation is also carried out. According to Sidiq and Choiri (2019: 73) documentation is a data collection technique that is not directly aimed at research subjects, but through documents. According to Sugiyono (2013: 240), documents can be in the form of writing, drawings, or someone's monumental works. In this research, the documents used were notes related to service procedures at the Bogor Class 1 Immigration Office and the changes that occurred. The analysis technique used in this research is the Miles and Huberman analysis technique (in Sugiyono, 2013, p. 246) which states that activities in data analysis include data reduction, data display, and conclusion drawing/verification.

Figure 1
Data Generation Method Scheme



Source: Mason (2006)

RESULTS AND DISCUSSION

In this research, researchers used service standards according to the Decree of the Minister for Administrative Reform (Kep. MENPAN No. 63/KEP/M.PAN/7/2003) as a reference and concept from Kotler (2018), namely five aspects of service quality, which consist of tangible, responsiveness, assurance, reliability and empathy. Since 20 July 2020, the Bogor Class 1 Immigration Office, which was previously located at Jalan Jenderal Ahmad Yani No. 65, Tanah Sareal, Bogor, has occupied a new building located a few meters from the previous one, namely at Jalan Jenderal Ahmad Yani No. 19 Bogor.

1. Service procedures

At the old Immigration Office, registration was done manually. Services are also carried out only based on time limits so that the applicants served are those who submit the formula before 12 noon. If it is later than 12 noon then they will not get service and will have to queue the next day. At the old Immigration Office, people had been queuing since 4am to get formulars and the office only opened at 8am. After service based on time limits,

it changes to service based on quotas, where if the quota is full then the applicant will not get service on that day so the case is the same, namely it is unclear when they will be served. The quota set is 200 people so that if the quota is full, the applicant must apply again the next day.

After moving to a new building, the procedure for applying for a passport is different. People in Bogor City are generally aware of E-Government developments in the field of online registration quickly and accurately. This application, known as APAPO (Online Passport Queue Registration Application), really helps officers with the development of E-government. The proof is that when this application was launched, many people already knew about it and this application was always filled with online passport applicants.

“ I have applied for a passport three times. Twice at the old Immigration office, and once at the new office. I was very surprised to see the change. Now the passport application procedure is very easy. Moreover, parents like me don't need to queue. Previously, parents and people with disabilities had to queue for hours. It seems that government agencies have not thought about special services for the elderly and people with disabilities. But now the procedure is very good. There is already an APAPO application. "If there are no stones at home, we can ask the staff at the Immigration office for help." (IE – 75 years old)

2. Completion time

The current passport turnaround time is very fast, only 3 working days after payment is made. When compared to several years ago, the processing time for a passport could be up to 1 week or even more.

“ I didn't expect the current passport process to be so fast, only 3 days. I remember when I applied for a passport at the immigration office it took more than 1 week. In fact, I once came to pick up my passport as promised, but when I arrived at the immigration office, it turned out my passport had not been completed and I was asked to come back in two days.” (NN- 35 years old)

3. Service Fees

Currently the cost of making a passport is very clear and is listed on the Bogor Class 1 Immigration Office website. The public can see the amount of money that must be paid, namely IDR 350,000 for a 48 page regular passport, IDR 650,000 for a 48 page electronic passport, IDR 1,000,000 for accelerated passport making services on the same day, IDR 100,000 travel documents such as passports for Indonesian citizens, IDR 150,000 travel documents such as passports for foreigners, IDR 1,000,000 costs for lost passports, IDR 500,000 costs for damaged passports. Previously these costs were never known with certainty, thus allowing illegal levies to occur.

“I am very impressed with the changes at the Bogor Immigration Office. Now all the information is clear because it is listed on the website. Compared to

before, the Immigration Office is an office that is very vulnerable to illegal levies. We also pay with cash at the office, not through the bank. But now everything is very transparent and orderly. (RO- 52 years old)

4. Service products

Passports as a service product produced by the Immigration Office have a certain period of time. Previously, the term of an Indonesian passport was 5 years. Starting October 12 2022, the Government of the Republic of Indonesia through the Directorate General of Immigration has set the passport validity period from 5 years to 10 years, and this has received a very good response from the public.

“ The current passport validity period has changed from the previous 5 years to 10 years so it doesn't bother us either, having to go back and forth.” (RE- 65 years old)

These three aspects are in accordance with the opinion of Kotler (2018) who includes elements of assurance and reliability in the service quality dimension where certainty is a very important element. This is also in accordance with the Public Service Principles according to Law no. 25 of 2009 concerning Simplicity in public services, namely that procedures or procedures for services are carried out easily, quickly, without being complicated, easy to understand and easy to implement. Services are also carried out transparently, on time, speed, convenience and affordability.

5. Facilities and infrastructure

The Bogor Class 1 Immigration Office has made very significant changes in terms of facilities and infrastructure. Changes can be seen from several aspects, such as:

- a. The office conditions are very clean and not crowded with crowds of people. This is because the applicants who come are those who have received a schedule to submit documents and take photos.
- b. A very comfortable waiting room with snacks and drinks for passport applicants.
- c. Special room for Persons with Disabilities, Pregnant Women and the Elderly. This shows that the Bogor Class 1 Immigration Office is very sensitive to the people who must be given priority.
- d. Passport payment service. Currently there is a passport payment service in a service car which is also located at the Bogor Immigration Office, so that applicants do not need to go to the Bank or Post Office which are located quite far from the Immigration Office.
- e. Parking Lot. The Bogor Immigration Office has also prepared a fairly large parking area. This is very different from the old office where passport applicants found it very difficult to find a parking space when entering the immigration office.
- f. Passport Collection Place. Currently, there is no need to queue to collect your passport anymore. People can come on the specified date and don't need to go

to the office, because the Bogor immigration office already has a 'drive through' service.

- g. The toilets are very good and kept clean, there are even special toilets for people with disabilities.

This is reinforced by the results of the researcher's interviews with informants.

“This is the second time I have made a passport. Previously, I applied for a passport at the old immigration office. I remember the condition of the old office, apart from being crowded with applicants, the office was small, not clean, the toilets were dirty and it was difficult to find a parking space. But now, it has changed completely. "The office is very nice, even in the waiting room there are snacks, drinking water and candy provided." (SE – 55 years old)

This is in line with Kotler's (2018) opinion that facilities and infrastructure are part of the 'tangible' elements, namely aspects that can be seen which of course must be paid attention to by every institution or company that provides services. This is also in accordance with Kep. MENPAN No. 63/KEP/M.PAN/7/2003 concerning Service Standards according to the Decree of the Minister of State Apparatus Empowerment where facilities and infrastructure in public services must be adequate and able to meet the needs of the community.

6. Competence of service officers

The competence of service officers at the Bogor Class 1 Immigration Office seems very good. This can be seen starting from the security and cleaning staff. They seem to have been given good training so that they can greet incoming guests well, using very polite language. The officers who serve guests in making passports seem very professional and competent, starting from customer service who greets guests and then receives documents, officers in the interview and photo room, who are friendly and very responsive to applicants.

“ Frankly speaking, I was very surprised to see the changes at the Bogor Immigration office. When I applied for a passport at the old office in 2018, I remember very well that the officers were unfriendly, unresponsive, unhelpful, even to pregnant women. There are no special services for pregnant women.” (AT – 45 years old)

This is in line with the opinion of Kotler (2018) who explains in great detail the competence of human resources in service, namely: responsiveness, reliability and empathy. Apart from that Kep. MENPAN No. 63/KEP/M.PAN/7/2003 concerning Service Standards according to the Decree of the Minister for Administrative Reform also emphasizes that the competency of service providers must be determined appropriately based on the required knowledge, expertise, skills, attitudes and behavior.

CONCLUSION

The results of this research show that the quality of public services at the Bogor Class 1 Immigration Office has experienced a significant increase, and is in accordance with service standards according to the Decree of the Minister for Administrative Reform (Kep. MENPAN No. 63/KEP/M.PAN/7/2003), which includes service procedures, completion time, service costs, service products, facilities and infrastructure, and competency of service providers.

Service procedures have been simplified in such a way with E-Government, so that people do not need to come to the Immigration office and queue for a long time to submit forms. The completion time is also shorter and the costs are clearly stated on the website, thereby preventing illegal levies. The passport validity period was also extended to 10 years. Facilities and infrastructure have undergone changes starting from physical office buildings that are clean and not crowded with guests, comfortable waiting rooms and provided snacks and drinks for visitors, special rooms for priority guests, namely people with disabilities, pregnant women and the elderly. The officers have also shown a friendly, helpful, responsive attitude and demonstrated professional work quality.

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