

The Quality of Service in Processing Passports of Indonesian Citizens at the Immigration Office Class I TPI Denpasar

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ABSTRACT

This study aims to determine the quality of service as well as the supporting and inhibiting factors in passport processing at the Immigration Office Class I TPI Denpasar. Service quality is a dynamic perspective that becomes a public problem of trust and confidence in public service providers. The number of informants in this study were 11 people. This type of research uses descriptive qualitative. Data collection techniques using observation, interview, and documentation methods. The results showed that it has not been achieved optimally seen through the Reliability aspect where when there is a system or network disruption that causes the service process to be inefficient, while the service officer is not reliable and depends on one officer, so that the handling of the problem is gradually over a long period of time, seen from other aspects such as Tangible, Responsiveness, Assurance and Attention (Empathy) has been achieved optimally. At the Immigration Office Class I TPI Denpasar, the supporting factor in service quality is infrastructure facilities, while the inhibiting factor in achieving excellent service is the lack of public awareness.

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1. INTRODUCTION

Public services have a definition as all activities carried out as in Law No. 25 of 2009 concerning Public Services. Public services can vary in the form of services, goods, or an administrative service. Services aimed at the community emphasize and prioritize the public interest. Good service will consider the needs of service users and public services. Thus, public services will lead to the achievement of public service user satisfaction or what is called excellent service.

Service quality is measured by how close customer expectations are to those

provided by the service provider (Wahid et al., 2017). In a sense, if only the needs of the community are met and aligned with what has been desired, the service is known as the ideal service quality, and vice versa. The serious attitude of the government with all the efforts that have been made as the organizer of public services, in order to achieve an excellent service, namely not to the bureaucracy of service providers but to fulfill user needs (David Osborne and Ted Geabler, 2005). Participation from the community is a measure in public services by taking into account the opinions and voices of the public

in the implementation of public services. In the perspective of economic, social, and environmental prosperity, which will immediately foster trust in government and public administration.

The quality of public services is a problem that often occurs, because the demand for services often far exceeds the government's capability to meet it, thus triggering issues that are criticized by the public as service recipients which will create perceptions of service quality and will be attached to all aspects of service.

Public service providers must have a standard operating procedure (SOP) as a measure and limit that will regulate related officers, infrastructure and systems in service delivery. Officers will be required to have the capability of adequate knowledge, skills and behavior equipped with the ability to adjust to changes and developments that exist as a provider of service delivery. Such as the behavior of willing to serve, friendly, patient in dealing with a diverse public in terms of behavior. Another supporting element is the facilities that will complement officers to provide services. Services are also supported by the system, which will provide *shortcuts* for both officers and applicants. Services will be uncomplicated and can shorten time.

Indonesia is a developing country, as well as all forms of services that continue to develop along with the advancement of Science and Technology. Same with the Immigration Office (Kanim) on a digitized service system. The Directorate General of Immigration officially published the MPassport application which is ready for use on January 27, 2023. The purpose of digitization is to increase public satisfaction, with all the convenience in terms of getting services, as well as by shortening the time in the passport processing process, when applying for a passport issuance. However, in reality, some people still find it difficult to manage passports that have been attempted by service providers.

In public services apart from service officers, infrastructure, and service systems, there is also an important role, namely from

the personal community as service users. The community as a citizen has the right to get services, but also has an obligation to comply with all the rules of procedure set out in public services. Thus there needs to be mutual support and balance between the whole, in order to realize an excellent service. As a determinant of the quality of passport processing services at the Immigration Office Class I Immigration Checkpoint (TPI) Denpasar, the theory put forward by Parasuraman, Berry and Zethaml (Ratminto & Septi Winarsih, 2005) which is composed of 5 dimensions of service quality including:

1. Direct Evidence (*Tangible*) through this dimension will be reviewed, namely the various infrastructure facilities provided in an effort to fulfill public satisfaction, such as office equipment.
2. Reliability is a dimension that is reviewed through the ability and suitability of officers in providing services to their expectations, for example the ability to keep promises, capability in solving problems and capability in minimizing the possibility of a problem occurring.
3. Responsiveness is an attitude of response or response in listening to the public, such as providing information correctly and precisely, and being able to provide service assistance.
4. Assurance is a dimension measuring the ability of service officers to foster public trust with knowledge, manners, and a sense of respect for the public.
5. Attention (Empathy) is a dimension in the willingness and expertise of the task force to provide personal attention, such as being friendly, understanding the needs and caring for their clients.

Public services by the government in the field of administration, one of which is a

travel document for Indonesian citizens in entering and exiting a state territory, namely a passport based on Law No. 9 of 1992 concerning Immigration. The task of the Immigration Office as a forum that provides public service management in passport printing is important. Passport document is an official file issued by an authorized official by the state containing the identity of the owner and valid as a document in carrying out travel between countries.

2. LITERATURE REVIEW

As a support in the discussion of this research, researchers use some literature along with research that is still significant in the problems that are the object of writing this research. Although there is a link in the review, this study contains differences in the discussion and the object of research location along with the indicators used in previous research. The previous research used as literature in this study entitled *"Quality of Passport Making Services at the Class II Immigration Office Biak Immigration Checkpoint"* was published in 2020 with the authors Sukmawati, Rijal, Hermanu Iriawan who chose a location at the Biak Class II Immigration Office. The discussion in this study uses service indicators of public service success according to Ratminto & Winarsih. The results in the study of the five indicators used in assessing indicators with what happens in the field have gone very well, it's just that there are several obstacles that become obstacles, namely due to the lack of public awareness in preparing the necessary documents in advance.

The update of this research with previous research is from the research location and the object of research from passport management where this research uses service research on Indonesian citizens while in previous studies using the quality of passport-making services for Indonesian citizens and foreigners. As for based on the background described above, the research took research at the Denpasar Class I TPI Immigration office on how conditions occur

in the field from indicators related to the implementation of public services, which include *"Reliability"*, *"Responsiveness"*, *"Assurance"* and *"Attention"* to the quality of providing services to applicants by service providers with deficiencies such as problems with systems and networks in providing excellent, more effective, and optimal services.

3. METHODS

The research method in the following research is to use descriptive qualitative. This approach is carried out by researchers to be able to get a picture of how the conditions of service quality are so as to get the data collected afterwards analyzed in detail and in depth. The number of informants used was 11 people with the category of people who provide services, and some informants were people who knew and had carried out passport processing at the Denpasar Class I TPI Immigration Office. This condition is carried out so that the data obtained by researchers is objective and can be accounted for. The technique in collecting data in the following research is through observation, interviews, documentation, in data analysis techniques using a combined triangulation technique of the three (Sugiyono 2020). The data source used in writing this research is primary data. Data collection was carried out through observations, and interviews obtained through 11 respondents, and secondary data through books, laws and regulations, documents, articles, journals, and media sites on the internet that were included as literatur material with the research conducted as supporting primary data.

4. RESULTS AND DISCUSSION

Quality service for the community through excellent service that prioritizes public satisfaction, responsiveness, accountability, professionalism and integrity are all goals of the Immigration Office Class I

TPI Denpasar when carrying out tasks. Public services at the Immigration Office Class I TPI Denpasar have a vision of the community getting legal certainty, a motto to serve sincerely, a mission to protect human rights, and a service promise that is certainty of requirements, costs, and completion time. Public service will have an excellent service quality if the basic reference for its implementation always prioritizes the service recipient. Service quality is a dynamic situation related to services, processes, and environments that are less, sufficient, or exceed expectations (Tjiptono, 2012).

4.1 Tangible

The quality of passport processing services at the Denpasar Class I TPI Immigration Office is seen from *tangibles* in good service standards. This can be seen through the performance of service officers, facilities, and infrastructure in the Office.

No.	Type of Facilities and Infrastructure	Quantity
1.	Service Vehicle	55
2.	Pushchair	1
3.	Medicine Table	1
4.	Laptop	33
5.	P.C. Unit	129
6.	Printer	58
7.	Scanner	25
8.	Fingerprint Tool	26
9.	Queuing Machine	5
10.	Locker	9
11.	Fire Extinguisher	8

12.	CCTV	3
13.	Map	1
14.	Dispenser	15
15.	Television	12
16.	Central AC	10
17.	Split AC	32
18.	Fan	1
19.	<i>Emergency Trolley</i>	1
20.	<i>Net Book</i>	5

Facilities are available tools while infrastructure is the infrastructure available in public services. Facilities in Indonesian passport processing services other than the table above are social media, complaint services, and the M-Passport application. While infrastructure in the form of internet networks, server systems, databases, and security systems. The availability of *online* services in infrastructure facilities can have a positive impact if it can be managed properly. Regular maintenance of infrastructure is carried out, so that services can continue to run with stable performance through these various devices. For example, services in the queue number that has been connected to the M-Passport system, making it easier to collect passports at the Immigration Office Class I TPI Denpasar. The public does not need to download and make hardcopies but only through *scanning the barcode* in the M-Passport application, will get a queue number as well as the data directly appears on the service officer's PC, making it easier for officers to find related documents and shorten service time.



Figure 1. M-Passport Service Information Pamphlets, Passport Processing Requirements and Rates

In general, the direct evidence indicator can be said to be good with a service pamphlet that is simple for the public to understand. However, offline passport processing service procedures are not yet available at the Denpasar Class I TPI Immigration Office. Management information on online registration through the M-Passport application is an offline procedure, namely there are 2 stages including photo and interview sessions and passport collection sessions. Officers who act as service implementers sometimes provide different information from one another, which causes the applicant to experience misunderstandings, for example, passport collection should be carried out 5 working days after conducting a photo and interview session, but some officers inform that they can carry out passport collection after 3 working days, so that the applicant comes to the immigration office but the passport has not been processed, thus the applicant cannot pick up the passport even though he has attended the second time to the immigration office. Information known to the public, related to the competence of officers in providing information in communication and

socialization, minimizing the lack of data on the requirements brought by the applicant can hamper the mechanism of passport processing that has been attempted.

However, not all infrastructure is said to be optimal, such as in the writing room. The room does not contain a device that conditions the air temperature, so during the day it feels hot and stuffy, besides that there is often no stationery available due to the lack of public awareness in using public facilities properly and being guarded, so that stationery in the writing room is often lost.



Figure 2. Writing Room of Immigration Office Class I TPI Denpasar

The quality of service through direct evidence at the Immigration Office Class I TPI Denpasar itself always strives and makes improvements in meeting public satisfaction to help the community in obtaining convenient services. Thus it can be seen that the quality of service assessed through direct evidence (*tangibles*) of passport processing services is late not only due to lack of infrastructure and the level of performance results of officers, but because of the applicant's awareness in the use of public facilities and the availability of files brought by applicants who are not in accordance with the qualifications of procedures in passport processing.

4.2 Reability

Reability that a passport processing service quality at Immigration Class I TPI Denpasar can also be assessed through the reability dimension owned by service officers. This assessment is through measurement of officer reliability and service standards. Service standards in the sense of providing satisfactory service, for example timeliness when serving, accuracy and speed when meeting targets and standards that have been set at the completion of service management. Reliability here is the extent to which officials can be precise, fast and careful in every service provision for the community.

The reliability of service officers as an effort to improve service quality, officers strive to carry out the best service, but service is also related to the system. The service system at the Immigration Office Class I TPI Denpasar is divided into two types, namely centralized and centralized, but even in centralization the related system is still integrated with the center. The service system aims to make the service easier, practical, transparent and efficient. But on the contrary, when there is a disruption in the system or network, it will have an impact on the service process. The applicant will wait longer than the effort that has been damaged due to the system experiencing problems, when the system improves then the passport making process can be done practically. As an

example in the passport collection counter queue, there was a disturbance but the officer who was the central programmer of the Denpasar Immigration Office was sick, so within two weeks, the officer carried out the service in a complicated manner.

Based on the results carried out, the researchers gave an assessment of this dimension that was not optimal. In this case it is necessary to have training to overcome the problem of interference that occurs in order to provide optimal service. Thus it can be concluded that reliability at the Immigration Office Class I TPI Denpasar is less than optimal, the services carried out should be able to run efficiently and related to improving the reliability of the system, officers are given training in dealing with system-related disruptions so that they can be resolved immediately.

4.3 Responsiveness

Responsiveness can measure the quality of passport services at the Denpasar Class I TPI Immigration Office. Associated with indicators of responsiveness can be analyzed through how often complaints about services provided to the public.

Table 1. Number of Complaints by Passport Applicants to Immigration Office Class I TPI Denpasar

No.	Month	Number of Complaints
1.	October	1
2.	November	1
3.	December	1

Based on the table above, the number of complaints at the Immigration Office Class I TPI Denpasar is relatively small. The Complaint Service is known as Cemerlang Idea as a forum for public complaints on the assessment of the services provided. Not only that, responsiveness is also assessed through the response and attitude of the officer in dealing with the complaint. The results

showed that in providing responses and attitudes towards complaints and difficulties faced by the applicant by the Denpasar Class I TPI Kanim service officer was good. Regarding the complaints filed, most of them are due to the applicant's mistake which causes an extension of time in processing the

passport. In the passport processing procedure, service officers are dexterous in handling this, and passport applicants should be able to comply with system rules, methods and requirements so as to support smooth service.



Figure 3. Information and Complaint Channel of Immigration Office Class I TPI Denpasar

Various information channels are available by the Denpasar Class I TPI Immigration Office. Thus, it can be concluded that the responsiveness indicator has run optimally at the Denpasar Class I TPI Immigration Office, with the availability of a complaint forum, a good response.

4.4 Assurance

Assurance in services is seen through the competence of service officers in fostering trust and confidence in the public. This is grown with knowledge, skills in communication, and the ability to provide security and comfort in services. The results showed that the appearance of service officers was in accordance with the SOP, while security was seen by the presence of security officers from parking to inside the building creating a sense of security.

At the Immigration Office Class I TPI Denpasar, officers can provide guarantees regarding the clarity of when the state document or passport can be submitted to the applicant. However, with obstacles to the lack of required documents, usually the applicant

will receive a passport longer than the guarantee given by the officer. In general, the passport will be submitted after 5 working days, but if there are obstacles the requirements will be given 14 days to the applicant to complete, if it has not been completed within that period then the application for issuance of the passport is considered canceled. This relates to the communication skills of the service officer, as well as the response of the applicant. Thus the applicant can immediately complete the requirements, and the officer can fulfill the time guarantee that has been given. In the clarity of the time guarantee procedure, the passport processing service of the Denpasar Class I TPI Immigration Office is clear and good.

4.5 Emphaty

Emphaty this dimension is assessed from the attention of service officers, through friendliness and politeness from officers in providing services. Through the research results, passport management at the Class I TPI Immigration Office in Denpasar is

optimal. Proof of the dimension of attention can be seen through the information provided by the applicant who has finished processing the passport. Officers, especially in information services, are very trying in an effort to understand the needs of the public, so that the applicant can feel satisfied with the concern and attention to the obstacles experienced by the public who arrange passports at the Denpasar Class I TPI Immigration Office.

5. CONCLUSION

The quality of Passport Management Services at the Denpasar Class I TPI Immigration Office is reviewed through 5 (five) dimensions which based on the results of the study have not been maximally fulfilled. This is because one of the dimensions, namely the reliability of service officers with all the efforts made, still needs to strive to have competence in the system that is sought to improve the efficiency of the passport processing process as it should, not only that the maintenance of the available systems and networks is considered so that performance in public services can run smoothly. As for the supporting factors in

passport processing services at the Denpasar Class I TPI Immigration Office are facilities and infrastructure that are available and optimally implemented both systemically and directly. Through these supporting factors the applicant will feel more satisfied, and the officer will feel helped so that passport processing is easier and smoother. In addition, the inhibiting factor in the passport making service of the Immigration Office Class I TPI Denpasar is due to the lack of public awareness in preparing all files and completeness of documents that are requirements in processing passports and in maintaining the facilities provided. Thus, there needs to be a balanced relationship between officers and the passport applicant community to support each other in order to achieve excellent service.

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