Chapter II
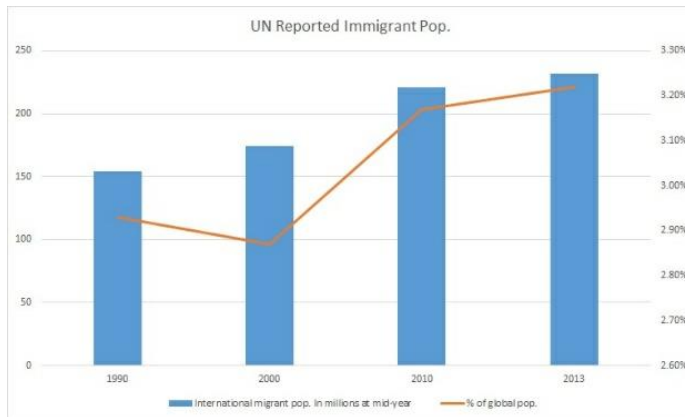# Public Service Analysis at Bandung Immigration Office Class 1

2.1 Immigration

"Immigration is the international movement of people into a destination country of which they are not natives or where they do not possess citizenship in order to settle or reside there, especially as permanent residents or naturalized citizens, or to take up employment as a migrant worker or temporarily as a foreign worker. As for economic effects, research suggests that migration is beneficial both to the receiving and sending countries" (Fitzgerald, Scott, Martin 2014). Researcher, with few exceptions, finds that immigration on average has positive economic effects on the native population, but is mixed as to whether low-skilled immigration adversely affects low-skilled natives. Studies show that the elimination of barriers to migration would have profound effects on the world, with estimates of gains ranging between 67 and 147 per cent. "Development economists debate that reducing barriers to labor mobility between developing countries and developed countries would be one of the most efficient tools of poverty reduction.

The academic literature provides mixed findings for the relationship between immigration and crime worldwide but finds for the United States that immigration either has no impact on the crime rate or that it reduces the crime rate" (Simon, 1995 The demographic and economic facts). Research shows that country of origin matters for speed and depth of immigrant assimilation, but that there is considerable assimilation overall for both first and second-generation immigrants.

2.1.1 Immigration statistics

As of 2015, the number of international migrants has reached 244 million worldwide, which reflects a 41% increase since 2000. One-third of the world's international migrants are living in just 20 countries. The largest number of international migrants live in the United States, with 19% of the world's total. Germany and Russia host 12 million migrants each, taking the second and third place in countries with the most migrants worldwide. Saudi Arabia hosts 10 million migrants, followed by the United Kingdom (9 million) and the United Arab Emirates (8 million). Between 2000

2.1.1 Chart of immigration statistics

and 2015, Asia added more international migrants than any other major area in the world, gaining 26 million. Europe added the second largest with about 20 million. In most parts of the world, migration occurs between countries that are located within the same major area. In 2015, the number of international migrants below the age of 20 reached 37 million, while 177 million are between the ages of 20 and 64. International migrants living in Africa were the youngest, with a median age of 29, followed by Asia (35 years), and Latin America/Caribbean (36 years), while migrants were older in Northern America (42 years), Europe (43 years), and Oceania (44 years). Nearly half (43%) of all international migrants originate in Asia, and Europe was the birthplace of the second largest number of migrants (25%), followed by Latin America (15%). India has the largest diaspora in the world (16 million people), followed by Mexico (12 million) and Russia (11

million). A 2012 survey by Gallup found that given the opportunity, 640 million adults would migrate to another country, with 23% of this would-be immigrant choosing the United States as their desired future residence, while 7% of respondents, representing 45 million people, would choose the United Kingdom. The other top desired destination countries (those where an estimated 69 million or more adults would like to go) were Canada, France, Saudi Arabia, Australia, Germany and Spain.

2.1.2 Immigration office

According to KEMENKUMHAM, "the Immigration office is a technical implementing unit performing the functions of the Directorate General of Immigration in a certain area or city. An Immigration office may supervise one or more districts/municipalities." At the immigration office have servicer in giving service to the consumer. "Immigration services like a passport is a social process and managerial because immigration office and consumer needed to fulfil and their expectation creation, offer, and exchange quality something one of another of any qualified interaction." (Morgan, 2000:31). Therefore needed an attempt to fulfil consumer necessary for prime qualified service, it is for obtained dominant factors take an effect to qualified service improvement. According to Erdvardsson, Thomasson & Ovretveit (1994) "a public services considered a qualified service if all of the actor element who are related with the services feel satisfied". Immigration officers are involved in ensuring the Indonesia immigration laws are adhered to. They check the passports and visas of people entering Indonesia and establish whether the visitor meets the criteria for entry or should be refused.

Typical responsibilities of the job include:

• observing passengers passing through passport control areas

- examining passports

- conducting interviews

- organizing the removal of passengers who fail passport to qualify for entry

- collecting statistics

- writing the report.

2.2 Lalu Lintas Keimigrasian (Lantaskim) Division

The researcher focused to Lantaskim division, there are:

2.2.1 Definition of Lalu Lintas Keimigrasian (Lantaskim)

Lantaskim for Immigration office under Sub Division of Lalu Lintas Keimigrasian (LALINTASTUSKIM) (Traffic, Stay Permit and Immigration Status). For it is an abbreviation to be easily spoken. But not only this field is given abbreviations but other parts as well. Because the researcher is also still in the stage of adapting to the environment here so often exchanged between parts one with the other. Lantaskim is a field that works to handle traffic or passing by strangers and handling passports. Handling, in this case, does not mean a direct in the manufacture of passports, but more to the supervision of the division.

2.2.2 Function of Lantaskim

For the assignment of Sub Division Lantaskim Section in the Immigration Division only handles passport only, but slightly different from Lantaskim field in Immigration Office that work volume is much more. Because in the Immigration office class 1 Division of West Java Regional Office is only in charge of Organizing, Monitoring, Development, and Provision of Direction.

The Lantaskim field tasks in the Immigration Division and at the Immigration Office (UPT / Technical Implementation Unit) have differences. Both in terms of work volume and task.

Below is the explanation of differences Lantaskim in the Immigration division and immigration office.

Tabel 2.2.2 of Lantaskim Function

Differences	Division of Immigration	Immigration office
When Viewed in terms of Work Volume & work done	Handling Passport	• Checking the completeness of the SPRI application file • Checking the completeness of Exit Re-Entry Permit files and counters • Affixing paragraph after complete passport application file and Re-Entry Permit exit file • Supervise staff, counter, data entry, photo, interview, passport printing, passport collection and retrieval of Re-Entry Permit • Coordinate with staff Provide decision consideration in the case of granting of departure permit or rejected departure for those

		automatically directed by the system or directed by immigration inspection officers
		• Providing judgment consideration in the case of granting entry permit or refused entry into the territory of Indonesia for which automatically directed by the system or directed immigration inspection officers
		• Checking monthly report results and passenger statistics
		• Sign a report on the use of Visa On Arrival
		• Conducting external coordination with the airport authorities and related institutions on the Husein Sastranegara Airport Bandung Environment
		• Coordinate with direct supervisors as well as evaluations and reports on the implementation of work on sub sections
		• Signing and assessing the performance of immigration passage officers

When viewed from Task	Because it is directly under the supervision of the Regional Office of West Java, it only performs organizing, monitoring, guidance and guidance.	● More Technical, the Immigration Office is also referred to as UPT (Technical Implementation Unit). So reasonable, if the work in the Office of Immigration more than in the Immigration Division Regional Office of West Java

2.3 Public Service

Public service is an activity for public fulfilment in accordance with the rules of law for all of the citizen and population for a good, services and administration service. According to Gasperz (1997:5) told "qualified services can to understood in two explanation. First, qualified are privileges of any directly good product or attractive product according to consumer expectation and feel satisfaction. Second, qualified is all of anything that far of deficiency and damaged. According to Moenir, U.S. (2008: 27) defines service is a series of activities that take place regularly and continuously cover all life of people in society. Based on the definition of the service can be interpreted that the service is an activity that is routine and sustainable in society. Lijan Poltak Sinambela (2008: 5) argues that service is any beneficial activity in a set or unity, and offers satisfaction even if the result is not tied to a product physically. This indicates that service is related to the inner satisfaction of the service recipient.

Understanding Public Service According to Experts Human service is basically divided into two types, namely personal physical services and administrative services provided by others as members of the organization (mass organizations or state organizations). Based on that opinion, what is meant by the service is a continuous activity in everyday life in the form of physical servers that is personal and administrative that usually exist in an organized activity.

According to Ivancevich, Lorenzi, Skinner and Crosby (Ratminto and Atik Septi Winarsih, 2010: 2) "service is invisible products involving human endeavours and use of equipment". Referring to this opinion, service can be interpreted as something that cannot be seen but can be felt which involves human efforts and using an equipment. Understanding Public Services (public services) According to Law no. 25 The year 2009 on Public Service has described that public services are: All forms of activities in the framework of arranging, coaching, guidance, provision of facilities, services and other implemented by the government apparatus as an effort to meet the needs of the community in accordance with applicable laws and regulations.

According to Subarsono (Dwiyanto, 2005: 141), public service is defined as a series of activities undertaken by the public bureaucracy to meet the needs of the users. The intended users are citizens who need public services, such as making birth certificates, making ID cards, marriage certificates, death certificates, certificates. Referring to the notion of the Ministry of Home Affairs (2004) states that "Public Service is a Public Service" 'and defines "Public Service is a process of assistance to others in certain ways that require sensitivity and interpersonal relationships created satisfaction and success. Each service produces products, both in the form of goods and services ".

2.3.1 Qualified Public Service

According to the literally quality of service consist of two words, they are quality and service. Quality means valuable. And according to Wirjatmi, Quality is all of the characteristic of material and services to show the skill to satisfy the consumer. (Wirjatmi, 1998:56) and Crosby told the quality is conformance to requirements. (Crosby, 1997) according to Kotler, service is an activity which can to offer by someone to another people with the intangible process. And the last product is tangibles. (Kotler, 2000:18).

According to Anwar (2002: 84) "Quality of service is the quality of services provided to customers, both internal customers and external customers based on standard service procedures". As according to Shankman (2010) have the same explanation he is explained that the quality of service is something complex, and guests will assess the quality of service through the five principles of service dimension as the measure, which is as follows:

- Friendliness is a feeling of liking for another person, enjoyment in their company

- Accuracy is a description of random errors, a measure of statistical variability

- Responsibility is the state or fact of being responsible, answerable, or accountable for something within one's power control, or management

- Responsiveness as a concept of computer science refers to the specific ability of a system or functional unit to complete assigned tasks within a given time.

- Professionalism is the conduct, aims, or qualities that characterize or mark a profession or professional person.

This quality of public service study was at Bandung immigration office class 1.

The assessment of quality public service analysis is classified into five kinds as suggested by Emilia (2011).

- 1. Very Bad   :   1 Score

- 2. Bad   :   2 Score

- 3. Ordinary   :   3 Score

- 4. Qualified   :   4 Score

- 5. Highly Qualified :   5 Score

IMMIGRATION OFFICE CLASS 1

LANTASKIM DIVISION

EMILIA (2011)

1. VERY BAD	: 1 SCORE
2. BAD	: 2 SCORE
3. ORDINARY	: 3 SCORE
4. QUALIFIED	: 4 SCORE
5. HIGHLY QUALIFIED	: 5 SCORE

SHANKSMAN (2010)

- ➢ FRIENDLINESS
- ➢ ACCURACY
- ➢ RESPONSIBILITY
- ➢ RESPONSIVENESS
- ➢ PROFESSIONALISM

PUBLIC SERVICE ANALYSIS AT BANDUNG IMMIGRATION OFFICE CLASS 1