

Chapter V

Conclusion and Suggestion

This chapter illustrates the answer to research problems. This summary includes a conclusion and some suggestions that will be useful for the further researcher.

5.1 Conclusion

It can be concluded from the comparison of employee performance questionnaires with observations of the research that the quality of public service in passport making which are performed by Bandung immigration office class 1 is ordinary category because from 10 staff at Bandung immigration office class 1 that becomes respondents, six (6) of them are included into the qualified category and four (4) others are included bad category.

For the second research questions it also can be concluded that from ten (10) consumers at Bandung immigration office class 1, 2 of the respondent assessing the quality public services at Bandung immigration office class 1 as qualified service, while 8 other respondents assessing the quality of public services as bad service.

5.2 Suggestion

Based on the results of the analysis and conclusions there are some suggestion to compare the service quality of Bandung immigration office class 1:

1. For Bandung immigration office class 1: In improving the quality of services carried out by officers at the immigration office are apart from these aspects. In this case, the immigration office must contribute in terms of equipment with officers to realize a better quality of public service. For example, qualified

internet, computer error must be repaired, and other equipment. If the immigration office has provided qualified equipment, the quality of public services at the Bandung immigration office becoming a professional public service.

2. For staffs at Bandung immigration office class 1: It can be seen from the conclusions and analysis there are several aspects that must be improved, such as the accuracy of employees, timeliness, professionalism, responsiveness, responsibility, dexterity, and friendliness employees in providing services to consumers. if all aspects are owned by officers at the immigration office, it is strongly convinced that the quality of public services at Bandung immigration office class 1 becoming a qualified and professional service.

3. For further researchers: For better knowing the attitude, character of the staff who will become respondents. Because if you already know the attitude and character of the respondent, it will be easy to know the quality of service. And explore more the equipment quality at Bandung immigration office class 1. These results are seen of the consumer response, and this can be a research material for researchers in the future to realize better research.