

## **Abstract**

The purpose of this study is to find the quality of public service in passport making at Bandung immigration office class 1 and to know the consumers respond towards the service. This research only focuses on Lalu Lintas Keimigrasian (Lantaskim) division at Bandung immigration office class 1. A population is all of staff Lantaskim division as many 30 staff. As the sample, 10 staff and 10 consumers are taken. The research is a descriptive qualitative. The instrument of the research is questionnaire and observation. Then, the questionnaire result compared with the observation result. The result of this research hopefully can help improving the character or behavior in public service specifically in terms of friendliness, accuracy, responsibility, responsiveness, and professionalism in providing service.

**Keywords:** *Public Service, Passport, Immigration office*