

Chapter I

Introduction

1.1 Background of the Study

The general function of Bandung immigration office class 1 is to manage of new passport, replacement, or lost and damaged passport, to take care of affairs residence permit for foreigners while they are in Indonesia. Furthermore, the immigration office has a special function such as, 1. (Head office), to make policy and standardization of immigration major technique, 2. (Sub Human resource) to develop for going on of all human staff at the immigration office, 3. (Sub. Finance) to organize immigration office finance. 4. (Information and communication) to manage communication at the immigration office. 5. (Lantaskim & Statuskim) to do the activities in giving service to the consumers at the immigration office. 6. (Wasdakim) to handle residence permit for foreigners while they are in Indonesia.

The reason and consideration in choosing the immigration office Bandung class 1 as an object of research is because of the immigration office is visited by many citizens for passport making. This is very important because the public service has to perform well for the smoothness and the progress of the office. The general office like Bandung immigration office class 1 must have a qualified public service. The qualified public service is important because of literally, quality of service consists of two words, they are quality and service. Quality means valuable, and according to Wirjatmi 2007, Quality is all of the characteristic of material and services to show the skill to satisfy the consumer. (Wirjatmi, 1998:56) furthermore, Crosby mentioned that the quality is conformance to requirements. (Crosby, 1997). While about the service, according to Kotler, service is an activity which can to offered by someone to another people with the intangible

process. And the last product is tangibles. (Kotler, 2000:18). Finally, qualified public service means a valuable activity which can be offered with the skill by someone to another people with the intangible process to get the product is tangibles.

All of the relevant things about the services necessary is a good attitude. That is things means for giving service can make a good impression for the costumers. Like for example services in a hotel, restaurant, etc. They give a good service to the costumers. As well as at Bandung immigration office class 1 that giving any service, such as registration, information and passport making. Despite the services importance and good of attitude, the service at the immigration office is sometimes not satisfying. That obviously make an impact on the costumers.

Therefore, now this time for passport making made a good improvement in the registration operation. In registration operation, the consumer can register with the online system. They can easily register on the official website of the immigration office. But, the online limit system registration. Because online operation for passport making limited as much 500 passports/day. That condition makes some consumer unsatisfied and comes to the office to clarify the situation.

Immigration office becomes one of the offices that gain the predicate good governance. Passport making is under of immigration office and centre of the LAW and HAM ministry (KEMENKUMHAM). A public service told on article 1 paragraph (1) Republic of Indonesia law number 25 years 2009. They told that “a 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”. Therefore, a service is an effort for fulfilment. But fulfil their necessary with the good attitude and qualified.

This study entitled “Public Service Analysis at Bandung Immigration Office Class 1”. Looking at the title clearly, the study would be focused on the one object or area in Bandung immigration office class 1. For more specific the researcher looks about the quality of public service which is given by immigration officer to the consumer, how they perform good attitude principle in giving a service to the consumer in passport making, giving information, and anything about the passport making. Bandung immigration office class 1 located at Surapati street no. 82 rt. 04 RW. 06, Cihaur geulis, Cibeunying kaler, Bandung, West Java, 40122, Indonesia.

The researcher hope can give a suggestion for Bandung immigration office class 1 to improve and escalates their public service. So, the consumer can satisfy in passport making. If the consumer has a positive response after they finished their passport making, the office would get a qualified office predicate.

1.2 Research Questions

In this study, the research questions are made mainly based on the background of the study and the title, and also on the writer’s own interest. The research questions are as follows:

1. How are the Lantaskim Staff public service in passport making which are performed by Bandung immigration office class 1?
2. How are the customers respond towards the service in passport making at Bandung immigration office class 1?

1.3 Limitation of the Problems

This research only focuses on Lalu Lintas Keimigrasian (Lantaskim) Division at Bandung immigration office class 1 from January 15 2018 – April 30 2018.

1.4 Objectives of the Study

This section discusses the objective of the study based on the title, background of the study, the research question, and limitation of the problems above. The purpose of this research, there are:

1. To know about the quality of public service in passport making by Bandung immigration office class 1.
2. To know about the customers respond towards the service in passport making at Bandung immigration office class 1.

1.5 Significances of the Study

The result of the study is expected to give benefits to the writer especially to the readers, institution, and other further researchers. Through this study, the writer personally expects to understand the quality of public service which is given by Bandung immigration office class 1. In addition, the significance of this study can be divided into two major significances which are:

a. Academic Significances

- 1) The result of this study is expected to provide knowledge in the education field in further research on analysis and identifying and give add a reference for the other similar researcher in the future.

2) The result of this study is expected to provide knowledge in the public services. Especially about the quality of public services.

b. Practical Significances

1) It can be practice directly by looking for weaknesses from Bandung immigration office class 1 services and fix it better and qualified.

2) To enrich knowledge about public services is not only about the good material of office but the main factor for consumer satisfaction is good personality attitude.