

## QUALITY OF SERVICE IN PASSPORT APPLICATIONS AT CLASS I NON TPI BOGOR IMMIGRATION OFFICE

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### ABSTRACT

Improvements to public service systems and procedures leading to excellent public service provided by officials/bureaucrats to the public should be carried out with full attention so that it is hoped that it will generate positive views from both customers and officials providing services. Therefore, the implementation of public services must be carried out and run based on service principles in accordance with applicable regulations. This is qualitative research with a case study approach. Data collection was carried out using semi-structured interviews with 15 passport applicants, participant observation and documentation. The results of this research show that the quality of public services at the Bogor Class 1 Immigration Office has experienced a significant increase, and is in accordance with service standards according to the Decree of the Minister for Administrative Reform namely Kep. MENPAN No. 63/KEP/M.PAN/7/2003 which includes service procedures, completion time, service costs, service products, facilities and infrastructure, and competency of service officers.

**Keywords:** Quality of Service, passport application, Bogor Immigration Office.

### INTRODUCTION

Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers, namely every state administering institution, corporation, independent institution. which are formed based on law for public service activities, and other legal entities that are formed solely for public service activities, the law that regulates public services is Law number 25 of 2009.

Nowadays, service quality is a problem that often occurs in every public sector. This is indicated by the fact that there are still many complaints from the public about not receiving optimal services in the mass media, which can give rise to a bad image of government officials who provide services. State officials or government officials are expected or required to have abilities in the form of adequate knowledge, skills and behavioral attitudes, in accordance with current service and development demands. Meanwhile, another concept defines ability as an innate or learned characteristic that allows a person to do something mental or physical (Gibson, 2003).

The main focus of public services in Indonesia is meeting the needs of citizens. This shows serious efforts to provide services aimed at the community as stated by Osborne and Geabler, namely as meeting the needs of service users, not the bureaucracy of service providers (meeting the needs of customers not the bureaucracy) (David Osborne and Ted Geabler (2008).