ABSTRACT

This research is motivated by the lack of optimal passport services at Bandung Immigration Office. Based on research background, researcher identify the problemas follows: How is the quality of passport service at Bandung Immigration Office; Supporting and inhibiting factors of service at Bandung Immigration Office; The efforts carried out by Bandung Immigration Office.

The theory that used in this study is service theory from Parasuraman, Zeithaml and Berry (2001:148) which include tangibles, reliability, responsiveness, assurance and empathy.

Based on theoretical approach, researcher formulate propositions quality of service passports at Bandung Immigration Office would be optimal if the quality of service is based on tangibles, reliability, responsiveness, assurance and empathy.

The research method used is descriptive research method with a qualitative approach, while the data was obtained through literature study, participant observation, in-depth interviews and documentation.

Based on the results of this study indicate that The Quality of Immigration Services regarding Passport Services at Bandung Immigration Office has not been optimal, because it has not maximally implemented the tangible, reliability, responsiveness, assurance and empathy dimensions. Thus inhibiting the passport service process.

Keywords: Immigration Service Quality

ABSTRAK

Penelitian ini dilatarbelakangi oleh belum optimalnya pelayanan paspor di Kantor Imigrasi Kelas 1 Bandung. Berdasarkan latar belakang penelitian, peneliti mengidentifikasi masalah sebagai berikut: Bagaimana kualitas pelayanan paspor di Kantor Imigrasi Kelas 1 Bandung; Faktor-faktor pendukung dan penghambat pelayanan di Kantor Imigrasi Kelas 1 Bandung; dan Upaya yang dilakukan Kantor Imigrasi Kelas 1 Bandung.

Pendekatan teori yang digunakan dalam penelitian ini adalah teori pelayanan dari Parasuraman, Zeithaml dan Berry (2001:148) yang meliputi dimensi bukti fisik, keandalan, ketanggapan, jaminan/kepastian dan empati.

Berlandaskan pada pendekatan teori tersebut, peneliti merumuskan proposisi kualitas pelayanan paspor di Kantor Imigrasi Kelas 1 Bandung akan optimal apabila kualitas pelayanan didasarkan kepada bukti fisik, keandalan, ketanggapan, jaminan/kepastian dan empati.

Metode penelitian yang digunakan adalah metode penelitian deskriptif, dengan pendekatan kualitatif, sedangkan data diperoleh melalui studi pustaka, observasi partisipan, wawancara mendalam dan dokumentasi.

Berdasarkan hasil penelitian ini menunjukkan bahwa Kualitas Pelayanan Keimigrasian mengenai Pelayanan Paspor di Kantor Imigrasi Kelas 1 Bandung belum optimal, dikarenakan belum secara maksimal melaksanakan dimensi bukti fisik, keandalan, ketanggapan, jaminan/kepastian dan empati. Sehingga menghambat proses pelayanan paspor.

Kata Kunci: Kualitas Pelayanan Keimigrasian