

**THE PUBLIC SATISFACTION OF ONLINE AND OFFLINE QUEUING SYSTEM
PASSPORT MAKING ON IMMIGRATION: A Comparative Study between Yogyakarta
and Pematang**



WRITTEN BY:

NAME : ADELLA TIARA SARESTI

STUDENT ID : 20160520261

INTERNATIONAL GOVERNMENT AFFAIRS AND ADMINISTRATION

DEPARTMENT OF SOCIAL AND POLITICAL

UNIVERSITAS MUHAMMADIYAH YOGYAKARTA

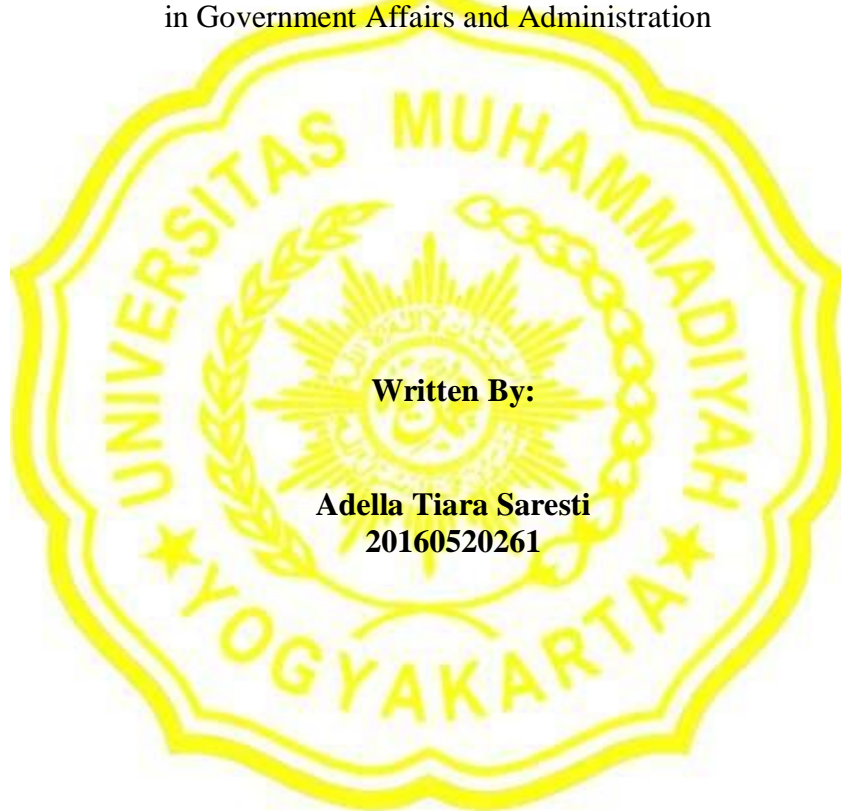
2020-2021

TITLE PAGE

**THE PUBLIC SATISFACTION OF ONLINE AND OFFLINE QUEUING SYSTEM
PASSPORT MAKING ON IMMIGRATION: A Comparative Study between Yogyakarta
and Pematang**

UNDERGRADUATE THESIS

Submitted as Partial Fulfillment of the Requirement for The Degree of Bachelor of Arts
in Government Affairs and Administration



**INTERNATIONAL PROGRAM OF GOVERNMENT AFFAIRS AND
ADMINISTRATION**

**FACULTY OF SOCIAL AND POLITICAL SCIENCE UNIVERSITAS
MUHAMMADIYAH YOGYAKARTA
2020-2021**

STATEMENT PAGE

I the undersigned hereby:

Name : Adella Tiara Saresti

NIM : 20160520261

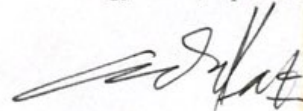
Department : International Program of Government Affairs and Administration
(IGOV)

Faculty : Social and Political Science

Research Title : The Public Satisfaction of Online and Offline Queuing System
Passport Making on Immigration: A Comparative Study between
Yogyakarta and Pematang

I stated that this Undergraduate Thesis is originally my work result. There are no other works that ever been proposed to gain Bachelor's Degree in any Universities. As far as my knowledge, there is also no working result that ever published in the reference list. Moreover, if someday there are certain parties were feeling pain and report, I will responsible and overcome all the consequences.

Yogyakarta, April 2021



Adella Tiara Saresti



DEDICATION PAGE

This undergraduate thesis is dedicated to:

1. My Family, my father, my mother, my sister, who always give infiity's support and pray for me to do this undergraduate thesis.
2. Dr. Dyah Mutiarin, M.Si as my supervisor during to finished this undergraduate thesis.
3. My examiner Muhammad Eko Atmojo, S.IP., M.IP and Rahmawati Husein, MCP, Ph.D who gave me useful advice and input to make this undergraduate thesis become better.
4. Thank you to all lectures who has teach me in International Program of Government Affairs Administration (IGOV).
5. Thank you to Syaiful Amri who always gives encouragement and always gives support and help in every situation.
6. Thank you to my beloved friend Ledy, Wilda, Elsa, Yufa, and Fetty. Thank you for all the moment, taking care of each other, happy or even sad stories, laugh and everything, all the best wishes for you guys.
7. Thanks to my unconditional friend, Shinintya, Nabilla Khuriah, Wathan, Fajri (Jibon), Yusuf, Rimano you guys are the best.
8. Thank you to all my friend in IGOV batch 2016, all IGOV Students, IGOV office, IGSC, The Students of Governmental Studies.
9. Above all I thank Allah SWT, the Highest and Almighty one.

PREFACE

Praise to Allah SWT, who has given us all the blessings and guidance, and greeting to Rasulullah S.A.W and his family. I am so grateful that I can finally finish my undergraduate thesis, with a “**The Public Satisfaction of Online and Offline Queuing System in Passport Making on Immigration: A Comparative Study between Yogyakarta and Pematang**” which has gone through a long process. Thanks to everyone that gets involved in making this undergraduate thesis.

This Undergraduate Thesis would not finish without the support and help from the lecturer and all the staff in Faculty of Social and Political Sciences. The author would like to express his deep gratitude to:

1. Dr. Ir. Gunawan Budiyo, M.P. as a Rector of Universitas Muhammadiyah Yogyakarta.
2. Dr. Titin Purwaningsih, S.IP., M.Si. as a Dean of Faculty of Social and Political Science of Universitas Muhammadiyah Yogyakarta.
3. Dr. Moch. Zaenuri, M.Si. as the Head of Government Affairs and Administration Department, Faculty of Social and Political Science, Universitas Muhammadiyah Yogyakarta.
4. Dr.phil. Ridho Al-Hamdi, MA. As the Director of International Program of Government Affairs and Administration, Faculty of Social and Political Science, Universitas Muhammadiyah Yogyakarta.
5. Dr. Dyah Mutiarin, M.Si As the supervisor which has given so many valuable inputs, ideas and correction for this thesis.

6. All administrative staffs both at IGOV and at the Department of Government Affairs and Administration for all the helps from the beginning until the end of the process.
7. All the respondent both in questionnaire or interviewees for all your help and all your answer in this research.

Yogyakarta, April 2021



Adella Tiara Saresti

TABLE OF CONTENT

COVER	i
TITLE PAGE	ii
VALIDATION PAGE	iii
STATEMENT PAGE	iv
MOTTO	v
DEDICATION PAGE	6
PREFACE	7
TABLE OF CONTENT	ix
ABSTRACT	xi
CHAPTER I INTRODUCTION	1
A. Research Background	1
B. Problem Formulation	4
C. Research Objective	4
D. Research Benefit	5
E. Literature Review	5
F. Theoretical Framework	12
G. Conceptual Definition	14
H. Operational Definition	14
I. Research Method	15
CHAPTER II RESEARCH OBJECT DEFENITION	20
A. Yogyakarta Class I Immigration Office	20
B. Pemalang Immigration Office	27
CHAPTER III DISCUSSION	33
A. Online Queue at the Yogyakarta Class I Immigration Office	35
1) Tangible.....	35
2) Reliability.....	39
3) Responsiveness	43
4) Assurance	47
5) Emphaty	50
B. Offline Queue in Pemalang Immigration Office	54
1) Tangible.....	54

2) Reliability.....	58
3) Responsiveness.....	62
4) Assurance.....	65
5) Emphaty.....	69
CHAPTER IV CLOSING.....	74
A. Conclusion.....	74
B. Suggestion.....	76
REFERENCES.....	77