CHAPTER I

INTRODUCTION

A. Research Background

Immigration is one of the government agencies which provides services to the community. Services are in terms of providing all immigration permits in the form of visas, entry permits, foreigner registration, re-entry permits, no return exit permits, Republic of Indonesia (RI) travel documents, 4 departure signs, entry signs, immigration certificate and immigration changes. Immigration services are in the field or sub-field of immigration at Indonesian Representatives abroad, in travel in aircraft or ships, immigration checkpoints, Immigration Offices, Immigration Fields at the Regional Office of the Ministry of Justice and Human Rights, and the Directorate General of Immigration. Provision of information about immigration can be through the immigration website itself, and the provision of services regarding immigration can be through information systems, called an online passport service. Online passport services function to provide services and information to the public via the internet about passports.

The rapid development of Information Technology in the era of globalization requires the government to officially open information about services to the community. This requires efficiency and competitiveness in government affairs. Government in charge of being a community protector is required to always make improvements in public services. The role of government in facing this era of globalization, one of which is with public services, especially the apparatus in carrying out their role in governance of the community, because the government has a role to serve the community.

The government has the role and function of community service and regulation. The implementation of service activation, development, coordination and bureaucracy often results in service delivery which taking a long time and high costs. The government can provide services to the community, which can be felt through awareness of the community and the government itself. Government institutions as community services need professional ways to find and understand the fulfillment of community needs. Public service has been sought by the government as the organizer of the State administration. Law Number 11 Year 2008 concerning Information & Electronic Transactions and Instructions of the President of the Republic of Indonesia Number 3 Year 2003 concerning National policies and strategies for e-Government development aimed at establishing information networks and public service transactions that have quality and scope that can satisfy the wider community and can be affordable in all parts of Indonesia at any time not limited by time and at a cost affordable by the community. The government is immediately carrying out the transformation process towards e-Government. Through the transformation process, the government can optimize the use of information technology advancements to eliminate bureaucratic barriers, and form a network of management systems and work processes that enable government agencies to work in an integrated manner to simplify access to all information and public services that must be provided by the government.

Public Services based on Law No. 25 of 2009 is an activity or series of activities in the framework of meeting service needs in accordance with the provisions of the Act for every citizen and resident of goods, services, or administrative services provided by public service providers. Therefore, what must be done is accelerating Public Services through the use of Information Technology as an embodiment of the implementation of Law Number 25 of 2009 (Nurmalasyiah, 2016). With the existence of information

technology, public services will increasingly maximize services and make it easier for people to obtain these services.

In this case, one of the public services that regulates the traffic of people and goods between countries, especially human traffic, includes services in the field of immigration at the immigration office. To manage this traffic, the role of immigration is needed. The existence of an immigration office clearly has a very important role, especially in terms of community service for handling matters such as travel documents, visas and residence permit facilities and status, intelligence, investigation and enforcement, cross-border, and foreign cooperation and other immigration information systems.

Immigration as specified in Chapter 1 Article 1 (1) of Law Number 9 of 1992 State Gazette of 1992, Number 33 concerning immigration, is the traffic of people entering or leaving the territory of the Republic of Indonesia and the supervision of foreigners in Indonesia. Immigration Law is part of the legal system in force in Indonesia, even a subsystem of the State Administrative Law. The function of immigration is a function of the administration of state administration or administration of government administration, therefore as part of the administration of executive power, namely the function of state administration and government, the immigration law can be said to be part of the field of state administrative law. To guarantee the benefit and protect various national interests, the government of Indonesia has established principles, service procedures, supervision procedures for the entry and exit of people to and from Indonesian territory as specified in Law Number 9 of 1992 concerning Immigration.

There is still a lot of negative perception in society about public services as if the administrative needs required by citizens have poor service quality. It seems to force

the public and the government to be dishonest. In public service, the problems that have been common in Indonesia are about the brokers that take advantage for personal gain.

Online service system is an innovation in meeting the needs of the community and becomes one of the answers to agencies or offices that are engaged in community service. One of the best agencies in implementing online service systems is the Immigration office. As an institution in the state structure which is a government agency engaged in passport services or travel documents of the Republic of Indonesia, it is always trying to improve services both for the domestic community or foreign communities.

Thus, the author is interested in discussing the level of public satisfaction in proposing the implementation of the management of online and offline passport application queues in Yogyakarta and Pemalang based on the problems that have been described in the background and problems above. The author conducts research with the title "**The Public Satisfaction of Online and Offline Information Systems on Immigration: A Comparative Study between Yogyakarta and Pemalang**"

B. **Problem Formulation**

Based on the background above which examines the impact of online and offline information system on the public satisfaction of public service on immigration in Yogyakarta and Pemalang, researcher will focus her research on "How is the public satisfaction of online and offline queuing system in the immigration office of Yogyakarta and Pemalang?"

C. **Research Objective**

Based on the formulation of the problem above, the purpose of this study is to find out the public satisfaction of online and offline queue system at the immigration Office of Yogyakarta and Pemalang.

D. Research Benefit

The benefit of the research from this study are as follows:

a. Theoretical Benefit

This research is useful for the development and application of relevant theories about the satisfaction level of online and offline queuing system at the immigration office.

b. Practical Benefit

This research is expected to be useful and beneficial for the immigration Office regarding the use of online and offline passport services at the Immigration Office of Yogyakarta and Pemalang.

E. Literature Review

No.	Name	Tittle	General Description
1.	(Nurhasanah, Darwis Manto, 2016)	Kualitas Pelayanan Pembuatan Paspor Di Kantor Imigrasi Kelas I Palangka Raya.	Based on the results of the discussion that the Passport service at the Immigration Office of Central Kalimantan Palangka Raya is already qualified. It can be seen from Tangible (tangible or direct evidence). Reliability, Assurance, which is still not quality is Responsiveness and Empathy.
2.	(Darmawanti, 2014)	Persepsi Pemohon Paspor Terhadap Reformasi Layanan One Stop Service(Studi pada Kantor Imigrasi Kelas I Kota Malang)	Faster service speeds use the OSS service system online, so passport applicants can save time and not interfere with the job. The certainty of service costs, service schedule certainty, service security, and transparency of costs at the immigration office of Malang have shown that the Immigration Office officers are said to be good. It is in accordance with the principles of public

			service that transparency gender, and economic status. As for the results of the survey researchers for politeness and Keraahan officers in serving the applicant passports have done politely and kindly. The expectation from the passport to the service in the Immigration Office of class I Kota Malang is the ability of officers in the use of technology still felt less so that in the implementation does not meet the planned timeliness.
3.	(Wildan Jaya Aksara, 2013)	Kualitas Pelayanan Paspor Pada Kantor Imigrasi Kelas I Semarang	Quality improvement that refers to the total satisfaction of the customer is the primary purpose in providing services. Therefore, quality improvement can be done continuously or continuously. In providing quality services require the cost and readiness of officers to perform the service to run the maximum. The effectiveness of the implementation of the service depends on the adequacy of the funds available and the readiness of the employees in carrying out the service.
4.	(Adenanto, 2012)	Pelayanan Pengurusan Paspor pada Kantor Imigrasi Pekanbaru	The research conducted at the Immigration office of Pekanbaru City is also backed by the dissatisfaction of society in the service of less maximum ranging from the delay and service provided less maximum. Method used quantitative descriptive by measuring how service at the Immigration office of Pekanbaru City.

5.	(Suciani Cahya Bintari, 2017)	Kualitas Pembuatan Paspor Di Kantor Imigrasi Kelas I Bogor	To suggest that passport-making service at Bogor City-class immigration office is already good, but based on the result of Wwancara and observation result there are some services that should be improved that is the discriminatory officer's treatment (discriminate), the waiting room to be enlarged, the friendliness of staff who must be more friendly and satun to the applicant, and the response officer in explaining the procedure of making passports to the applicant, as well as timeliness in issuing passports.
6.	(Tayyib, 2015)	Kualitas Pelayanan Paspor di Kantor Imigrasi Kelas I Makassar	In this study, the quality of employee service is still poor because it is seen by the many cases of innarity and weakness of management system and research in Makassar Immigration office. The equation of this research is the same in analyzing the quality of service and using a descriptive qualitative method by providing precise and objective explanations related to the objects being researched.
7.	(Wibowo, 2014)	Efektivitas Pembuatan Paspor dengan Menggunakan Sistem Informasi Management (SIMKIM) Di Kantor Imigrasi Kelas I Tanggerang	The research was underpinned by the discontent of the community who complained slowly and the lack of service at the Immigration Office class I Kota Tanggerang. Management information System or SIMKN. The methods and analyses used are also different i.e. using quantitative descriptive.

8.	(Muzdalifah, 2017)	Implementasi Penerbitan Paspor secara Online di Kantor Imigrasi Kelas I Tanjung Perak Surabaya	This research aims to determine the implementation of Passport issuance program online at Tanjung Perak class I Immigration office Surabaya. This research measures the implementation of the program is still the many shortcomings and constraints perceived by the community.
9.	(Iswari, 2012)	Kualitas Pelayanan Pembuatan Paspor Di Kantor Imigrasi Kelas II Kota Cilacap.	The better or higher understanding of procedures owned by the implementing apparatus, the higher the quality of service. Similarly, the lower the understanding of procedures that are owned by the implementing apparatus, the lesser the quality of service. Based on the results shows that the quality of service at the Immigration Office of class II of Cilacap City is good and very good, it is seen from the indicator of the level of hospitality attendant, politeness officer, ability officer in providing Service, level of accuracy, level of satisfaction to the officer, the speed level of the officer, ease in getting service, comfort while waiting for queues, and availability of waiting room.
10.	(Wicaksono, 2009)	Kualitas Pembuatan Paspor Pada Kantor Imigrasi Kelas I Bandung	To demonstrate that the quality of passport-making services at the Immigration office at the 1st class of Bandung immigration which is reviewed from the aspects of Reliability, Responsiveness, Assurance, Emphaty and Tangibles are still bad to be evaluated for service quality For the better.

11.	(Pahlawati, 2015)	Kualitas Pelayanan Pembuatan Paspor Pada Kantor Imigrasi Kelas I Pekanbaru	The quality of passport-making services at the Immigration class I Pekanbaru Office has not been optimal, this can be seen from the attitude of officers in the service of Passport based on the sub indicator of justice officers still found the social gap officers concerning relation factors/family relationships
12.	(Pangestu, 2016)	Inovasi Pelayanan One Stop Service (Studi Peningkatan Kualitas Pelayanan Paspor Di Kantor Imigrasi Kelas I Khusus Surabaya)	The results of the study showed that the innovation of One Stop Service (OSS) or Integrated Passport Service system (SPPT) was able to realize the quality of public service in Surabaya special class I immigration office. This is because OSS innovations already meet the existing attributes in innovation and meet the dimensions of service quality that customers use to evaluate services.
13.	(Wahid, 2017)	Kualitas Pelayanan Dalam Pengurusan Paspor Di Kantor Imigrasi Kelas I Makassar	Quality of service in passport management at the immigration class I in Makassar has not been achieved to the maximum extent of the aspect: Empathy (caution) because there is still a shortage in the service system, causing a queue that is Inorderly by a passport-induced applicant who recognizes the guard or the presence of a family system so that the applicant immediately asks for precedence regardless of the other applicant being queued.
14.	(Ernanda, 2017)	Pelayanan Publik Di Kantor Imigrasi Blitar (*Public Service In Blitar Immigration Office*)	Indicates that the passport issued by the Blitar Immigration Office is qualified in the sense of a minimal passport error. Very unfortunately the

			complaint from the applicant is one of the indicators of the results of quality work. In addition, the results show that employees have done the job with full accuracy. With regard to time in passport making. According to the regulations, the passport is completed (can be taken) maximum 4 working days. The results showed that in general employees managed to complete the passport making according to the target completion even there was a day completed.
15.	(Irawan, 2017)	Analisis Indeks Kepuasan Masyarakat Pada Pelayanan Kantor Imigrasi Kelas I Samarinda	Based on the Public Satisfaction Survey (SKM) of passport-making service for the city of Samarinda immigration class I, if sorted by the rating of the highest level of satisfaction is the implementing competency; implementing conduct; Service information; Procedure Complaints handling, advice and feedback; requirements, product specification type of service; Service time; Cost/service charge. Based on the results of the survey found several complaints that should be special attention and needed immediate action in order to further improve the service, including: 1. Cleanliness of office environment such as toilet cleanliness and bathroom. 2. The waiting room and parking lot of the vehicle is more representative.

			3. Provide coffee break service, free print and free WiFi access.
			4. Provide photocopy service facilities.
			5. A bank counter is required in the immigration area to facilitate payment of passport fees
16.	(Adni, 2018)	Kualitas Pelayanan Publik Pengurusan Paspor Pada Kantor Imigrasi Kelas 1 Di Kota Pekanbaru	The quality of public service of Passport management at the 1st Class Immigration office in Kota Pekanbaru can be categorized quite well. In terms of facilities and infrastructure support Ministry is good enough because most of the facilities and infrastructure needed in the management of passports already exist. However, there is still a slight shortage with a narrow parking page.
17.	(Talitha, 2011)	Analisis Kualitas Pelayanan Penggunaan Sistem Paspor Terpadu Berbasis Biometrik (Sptbb) Terhadap Kepuasan User (Studi Kasus Di Dinas Imigrasi Kota Semarang)	Positives that all service quality variables have a positive value of tangible (X1) of 0.654, Reliability (X2) of 0.178, responsiveness (X3) of 0.134, Assurance (X4) of 0.158, and Emphaty (X5) of 0.165. This indicates that the higher quality of information system services SPTBB provided by the Department of Information Systems SPTBB Central Immigration Department, the higher the satisfaction of the user information system SPTBB.
18.	(Askara, 2013)	Kualitas Pelayanan Pengurusan Paspor Pada Kantor Imigrasi Kelas I Semarang.	The quality of the Passport Management Service at the Semarang City Immigration office is seen from the Tangibles dimension, Reliability, Responsiveness is good enough, but if it is seen from the Assurance

			dimension about the terms and procedures, service time, and cost Service still needs to be improved and limited HR makes handling customer complain its sometimes long.
19.	(Wulandari, 2005)	Kualitas Pelayanan Paspor di Imigrasi Jakarta Timur	In his research, the indicators used are the dimensions of tangible, reliability, responsiveness, assurance, and empathy. The main difference between this study and the research carried out lies in the difference in the year and the place of the thesis
20.	(Himawan, 2011)	Kinerja Pelayanan di Kantor Imigrasi Kelas I Tanjung Perak Surabaya	The similarity between Christo's research and the author's research lies in the search for the level of service quality at the immigration office which consists of job intrinsic factors, the role of individuals in organizations, relationships in work, organizational structure and climate. however, the populations and samples used by the two researchers were different.

F. Theoretical Framework

1. Satisfaction

According to Gerson in (Pasolong, 2013), stating internal quality measurements are important, but all is meaningless if the customer is not satisfied with the given. To make the quality measurement more meaningful and appropriate, "ask" the customer what they want and which can satisfy them.

According to (Murti, 2018), from several public policy concepts, it can be concluded and understood as a set of government processes or

actions (whether for the performance or not to do something) that has a purpose, and a series of actions intended to solve problems and meet the needs / interests of the public, or for example efficiency in public services, achieving justice, security and freedom

Public satisfaction on the performance of government services needs to continue to be measured and compared. One way to measure public satisfaction on government services is to use the Community Satisfaction Index. Based on decree of the Minister of Administrative and Bureaucratic Reform (KEPMENPAN) Number 25 year 2004 about general guidelines for the preparation of public satisfaction index, the government agency service unit mentions that the Community Satisfaction Index is data and information about the level of public satisfaction gained from quantitative and qualitative measurements of the community's opinion in obtaining service from the public service provider apparatus by comparing the expectations and needs.

In the decree of the Minister of Administrative and Bureaucratic Reform (KEPMENPAN) Number 25 year 2004 about general guidelines for the development of public satisfaction index of government agencies, "the goal of the Community Satisfaction Index is performance of service units of government agencies in providing services to the community.

Zeithaml in (Herdiansyah, 2011) simplifies the satisfaction index being five-dimensional:

1. Tangible.

2. Reliability.

3. Responsiveness.

4. Assurance.

5. Empathy.

G. Conceptual Definition

Conceptual definition is the limitation of a problem that is used as a guide in research to make it easier for the researcher to operate the study in the field. The following is a conceptual definition in this study:

1. Satisfaction

Satisfaction is the level of one's feelings (society) after comparing with the performance he felt, compared to his expectations.

H. Operational Definition

The following indicators of the variables that the researcher will use are:

1. Satisfaction

a. Tangible consist of:

1) Appearance of officers / apparatus in serving customers

2) The convenience of the place of doing services

3) The discipline of officers / apparatus in conducting services

4) Ease of process and service access

5) Use of assistive devices in service

b. Reliability consist of :

1) Accuracy of officers in serving customers

2) Have clear service standards

3) The ability of officers / apparatus in using tools in the service process

4) The expertise of officers in using tools in the service process

c. Responsiveness consist of:

1) Respond to every customer who wants to get service

2) Officers perform services quickly and precisely

3) Officers perform services carefully

4) All customer complaints are responded by officers

d. Assurance consist of:

1) Officers provide timely guarantees in service

2) Officers provide guarantees of legality in service

3) Officers provide guaranteed costs in the service

e. Empathy consist of:

1) Prioritizing the interests of the applicant / customer

2) Officers serve with a friendly attitude

3) Officers serve with polite attitude

4) Officers serve with no discriminatory

5) Officers serve and respect each customer

I. Research Method

a. Type of Research

This research uses a descriptive qualitative approach. According to (Moleong, 2007) qualitative research is research that seeks to understand the phenomenon of what the subject of research is experiencing, such as actions, perception, motivation, action, and others holistically and by way of explanation in terms and language, in a natural context, and by using a variety of natural methods.

The type of research used in this research is a qualitative descriptive research method that aims to describe the behavior of people, events in the field, and certain activities or circumstances in depth. Research with a qualitative descriptive

approach is a study focused on solving existing problems, so that researchers are not only limited to the collection and preparation of data clarification only, but also on the analysis and interachievements of the data. The reason why researcher used qualitative descriptive research methods is because the results and data from this research are more than interviews and questionnaire.

b. **Research Location**

This research was carried out at the Immigration office of Yogyakarta and the Immigration office of Pemalang District, as well as the community of users who have been able to carry out service processes to be sampled in the research.

c. **Type of Data**

This study uses two types of data, namely primary and secondary data. Primary data is an object or an original / raw material from the principal / first hand information (Silalahi, 2012).

Primary data is obtained directly from interactions with the sources who were targeted in this study. Secondary data used in this study include regional development plans, financial reports, activity reports, legislation, journals and mass media, as well as secondary data that is relevant and needed in this study.

d. **Data Collection Technique**

In collecting data to support the research, the researcher used some data collection technique as follows:

1. Interview

Interview is the process of extracting information by means of question and answer between researchers and objects to be studied, can be in the form of face-to-face meeting directly or through telecommunications media. In this study, researcher interviewed six respondents who were people as passport

applicants. Including three applicants for online queuing system consist of Ms. Shinintya Nur Filaily, Mr. Syahid Fajri Mahmud, and Mr. Nur Yahya. Moreover three applicants for offline queuing system were Mrs. Triminarsih, Mrs. Rosiyowati, and Mrs. Kusyati.

2. Questionnaire

According to (Sugiyono, 2011) a questionnaire is a data collection technique that is carried out by giving a set of questions or written statements to respondents to answer. This method is used to obtain answers to many questions or statements that will be filled in by the respondent. This questionnaire method was used to obtain data related to the public satisfaction of online and offline queuing system on Yogyakarta Class I Immigration Office and Pemalang Immigration Office.

The sampling technique used was non-probability sampling with a quota sampling technique. The quota sampling technique is a sampling technique by setting a certain number as a target that must be met in taking a sample from a population (especially those whose numbers are not limited or unclear), then with this number the writer takes the sample randomly to meet the requirements as a sample of the population (Sugiyono, 2011).

The total number of respondents as the sample in this study will be taken as many as 60 respondents who are divided into each Immigration Office branch. In general, each Yogyakarta Class I Immigration Office and Pemalang Immigration Office will get 30 respondents.

3. Documentation

This method is used to record events in the form of writing, images, audio, or monumental work related to the research topic. Also collecting the news for

supporting the data sources in processing Nvivo which from https://www.suara.com/, https://travel.kompas.com/, https://kumparan.com/, https://indonesia.go.id/, https://hot.liputan6.com/, https://prfmnews.pikiran-rakyat.com/, https://www.indozone.id/, https://news.detik.com/, https://www.tribunnews.com/, https://www.antaranews.com/, https://nasional.republika.co.id/

e. **Data Analysis Technique**

Data analysis is the process of systematically describing and compiling data obtained from interviews, documentation, and other data sources so that it is easier to understand. The data analysis technique used by this researcher uses a qualitative descriptive technique based on the researchers' reasoning ability in linking theory to the facts and information found in the field. In this study, researcher used a descriptive analysis method because researcher wanted to describe the impact of online and offline queuing system on public satisfaction between Yogyakarta Class I Immigration Office and Pemalang Immigration Office. In this study there were some qualitative data analysis processes:

1. Data Collection

   Data collection is done by searching for data needed in the field by researcher using predetermined methods and by collecting documents relating to research. Data collection in terms of raw data from research results, are such as: interviews, documentation, and field notes.

2. Data Reduction

   Data reduction is the process of selecting and simplifying rough data obtained in the field. Data reduction is done by summarizing the data obtained from the field and collecting the relevant documents with the

research. After the data which are collected from observations, interviews, field notes and other data materials are found in the field, those will be collected and clarified by making summary notes and coding to be adjusted according to the results of the study.

3. Nvivo

    NVivo is software produced by QSR International, and is designed for qualitative researcher who work using text-based and or rich-media information. Researcher using Crosstab Query method to analyzing the data.

4. Presentation of Data

    Data that has been grouped and has been adjusted to the codes is then presented in the form of descriptive writing. Therefore, it is easily understood in its entirety and can also be drawn conclusions to be analyzed for further research.

5. Conclusion and Verification

    The research results that have been collected and summarized must be repeated by matching the data reduction and data presentation, so that the conclusions that have been studied can be accepted to be written as reports that have the correct level of trust.