

ABSTRAK

Melisa Rusli, 06362011014. Upaya Kantor Imigrasi Kelas I TPI Ternate Untuk Meningkatkan Kualitas Pelayanan Pembuatan Paspor. Di bawah bimbingan Betly Taghulih sebagai Pembimbing Utama dan Fitria Soamole sebagai Pembimbing Pendamping. Laporan Akhir ini bertujuan untuk mengetahui upaya yang dilakukan Kantor Imigrasi Kelas I TPI Ternate untuk meningkatkan kualitas pelayanan pembuatan paspor yang dilihat dari lima dimensi kualitas pelayanan yaitu *tangible*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Penulisan ini menggunakan metode kualitatif. Pengumpulan data dilakukan dengan wawancara, observasi, dokumentasi dan studi pustaka. Teknik analisis data yang digunakan yaitu dengan menggunakan model (Miles dan Huberman). Penulisan Laporan Akhir ini terdapat topik yang dibahas diantaranya,

1. Kualitas Pelayanan Pembuatan Paspor di Kantor Imigrasi Kelas I TPI Ternate.
2. Upaya Meningkatkan Kualitas Pelayanan Pembuatan Paspor oleh Kantor Imigrasi Kelas I TPI Ternate.

Hasil penulisan ini dapat disimpulkan bahwa kualitas pelayanan pembuatan paspor di Kantor Imigrasi Kelas I TPI Ternate dapat dikatakan sudah sesuai dan memenuhi standar dimensi kualitas pelayanan dan Kantor Imigrasi Kelas I TPI Ternate yang telah melakukan berbagai macam upaya dalam meningkatkan kualitas pelayanan pembuatan paspor di Kantor Imigrasi Kelas I TPI Ternate.

Kata kunci: Kualitas Pelayanan, Paspor, Imigrasi

ABSTRACT

Melisa Rusli, 06362011014. Efforts of Immigration Office Class I TPI Ternate to Improve the Quality of Passport Making Services. Under the guidance of Betly Taghulih as Principal Supervisor and Fitria Soamole as Co-Supervisor. This Final Report aims to find out the efforts made by the Ternate Class I TPI Immigration Office to improve the quality of passport making services seen from the five dimensions of service quality namely tangible, reliability, responsiveness, assurance, and empathy. This writing uses a qualitative method. Data collection is done by interview, observation, documentation and literature study. The data analysis technique used is using the model (Miles and Huberman). Writing this Final Report there are topics discussed including, 1. Quality of Passport Making Services at the Ternate Class I TPI Immigration Office. 2. Efforts to Improve the Quality of Passport Making Services by the Ternate Class I TPI Immigration Office. The results of this writing can be concluded that the quality of passport making services at the Ternate Class I TPI Immigration Office can be said to be in accordance with and meet the standard dimensions of service quality and the Ternate Class I TPI Immigration Office which has made various efforts in improving the quality of passport making services at the Ternate Class I TPI Immigration Office. The data analysis technique used in writing this Final Project Report is the Miles and Huberman model data analysis technique.

Keywords: Quality Service, Passport, Immigration