

Evaluasi kinerja pelayanan publik terhadap pembuatan paspor melalui sistem one stop service (studi di Kantor Imigrasi Kelas 1 Khusus Jakarta Barat dan Mal pelayanan publik DKI Jakarta) = Performance evaluation of passport public services through the one stop service system (study at Immigration Office First Class Specifically in West Jakarta and Mal public services DKI Jakarta)

Natasya Radha, author

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Abstrak

Kondisi pelayanan publik di era reformasi birokrasi saat ini telah mengalami perubahan yang begitu signifikan. Hal ini terjadi pada layanan pembuatan Paspor yang dilaksanakan melalui sistem One Stop Service sistem dan teknologi baru yang disediakan untuk pelayanan ini terkesan memudahkan masyarakat, namun disisi lain peningkatan layanan masih belum dapat menutupi beragam permasalahan yang terjadi pada proses pelayanan Paspor. Karena masih sedikitnya jumlah peneliti yang menyorot hal ini, maka dari itu skripsi ini akan membahas mengenai evaluasi kinerja mengenai efektif atau tidaknya layanan pembuatan Paspor melalui sistem One Stop Servicei efektivitas pelayanan Paspor. Metode penelitian yang digunakan adalah yuridis-empiris, dengan perolehan sumber data melalui wawancara, kuesioner, dan observasi. Dari hasil tersebut diketahui bahwa efektivitas pelayanan dan tindakan pihak Imigrasi untuk mengembangkan efektivitas kegiatan pelayanan Paspor pada masing - masing tempat memiliki penilaian yang berbeda karena banyak faktor yang mempengaruhinya. Namun hal tersebut dapat diatasi apabila dilakukan koordinasi yang baik antara masyarakat, pihak Imigrasi, dan Direktorat Jenderal Imigrasi, untuk tetap mengembangkan dan memperbaiki pelayanan melalui peningkatan fasilitas, teknologi dan efisiensi waktu agar pelayanannya dapat terus mengalami perubahan kearah yang lebih baik.align="center"

The condition of public services in the current era of bureaucratic reform has experienced significant changes. This happened to the Passport-making service that was carried out through the One Stop Service system. The new system and technology which provided for this service has impressed society to get an easy service. But on the other side, the improvement of services still cannot cover the problems that occurred in the Passport service process. Because there are still a small number of researchers highlighting this issue, this thesis will discuss the performance evaluation about the effectiveness of passport-making services through the One Stop Service system, and how Immigration acts in improving the effectiveness of its Passport service. The research method used is juridical-empirical, with the acquisition of data sources through interviews, questionnaires, and observations. From these results it is known that the effectiveness of the services and actions of the Immigration Service to develop the effectiveness of Passport service activities in each place have different assessments due to many factors that influence it. However, this can be overcome if good coordination is carried out between the society, the Immigration Service and the Directorate General of Immigration, to develop and improve services through facilities, technology and time efficiency so that services can continue to change towards a better direction.