

CHAPTER I

INTRODUCTION

1.1 Background

The Immigration Office is one of the agencies that provides services. The Bengkalis Class II Immigration Office is one of the offices engaged in immigration duties, including providing services for processing overseas passports for people who need them. A passport is a permit for us to travel far, especially abroad. This is a condition of a trip to an area not controlled by the country of origin. This means that people from their home countries cannot enter other areas if they do not have an entry permit or passport. That is why processing this passport is very important because it involves permits from the country of origin to the destination country.

Based on the Immigration Law, Immigration is a matter of the traffic of people entering or leaving the territory of the Republic of Indonesia and the supervision of foreigners in the territory of the Republic of Indonesia. The role of immigration as the gatekeeper of the country is an important element that needs to be considered, because it is the first and last institution that deals with issues of departure and arrival of a person from and outside the territory of a country. Immigration has rules that determine which people can and cannot enter this territory of Indonesia. We need to know that one of the rules for entering a country for the purposes and purposes as mentioned above means that a person must be able to show a valid document in the form of a travel document from a country of origin or so-called PASSPORT. If the person is unable to show these documents, it is certain that the person concerned will be deported.

Directly under the Directorate General of Immigration, the existence of the Immigration Office in the City of Bengkalis clearly plays a very important role. Especially in terms of public service in managing matters such as travel documents, visas and facilities, residence and status permits, intelligence,

investigation and prosecution, cross-border, and foreign cooperation as well as immigration information systems. In this case the author will look at and focus more on discussing services in handling passports or travel documents of the Republic of Indonesia (SPRI). The importance of examining this passport service can be seen from the number of requests for passports from the public each year, which reach thousands of passports. This indicates that the higher the mobility of society which will affect the people's need for passports and it is hoped that the services provided will be better.

Seeing the importance of quality service so that the people served are satisfied, it is expected that a simple procedure and the ability of employees in an agency, especially government agencies to realize maximum, effective and efficient service quality, then based on the background description above, the author is encouraged to take the title **"Factors of Service Quality at Immigration Office Class II Bengkalis Immigration Checkpoint"**.

1.2 Formulation of the Problem

Based on the above background, the main problem in this study is: "What factors of service quality in the Immigration Office Class II Bengkalis Immigration Checkpoint?"

1.3 Purpose of the Study

Based on the formulation of the problem, the objectives to be achieved in this study are:

1. To determine the factors of service quality at Immigration Office Class II Bengkalis Immigration Checkpoint.
2. To determine the service quality factors that most influence at Immigration Office Class II Bengkalis Immigration Checkpoint.
3. To determine the service quality factors that do not affect the Immigration Office Class II Bengkalis Immigration Checkpoint.

1.4 Significance of the Study

In this study, the authors hope that the results of this study can provide benefits to customers. The benefits of this research are as follows:

1. For Immigration Office Class II Bengkalis Immigration Checkpoint
As input and consideration for the leadership in perfecting policies, especially in the field of improving service quality.
2. For Researchers
 - a. The results of this study can be useful for writers in deepening knowledge in service quality.
 - b. The results of this study can mature students' minds to carry out any acquisition and problem solving in society.
3. For the General Public
 - a. Receive energy and thought assistance to plan and implement development.
 - b. Improve the way of thinking, behaving and acting in accordance with the development of science and knowledge.
 - c. Obtain the necessary updates.
 - d. The formation of development cadres in the community so as to guarantee the formation of development successors.
 - e. Obtaining prospective workers who are skilled in their field of knowledge.

1.5 Scope and Limitation of the Problem

Research boundaries are used to limit the problems to be studied so that the scope of the research can be clearer, more focused and does not extend to the research problems to be studied. The scope is:

1. The variable or research object is limited to the determinants of service quality at Immigration Office Class II Bengkalis Immigration Checkpoint, namely Reliability, Responsiveness, Assurance, Empathy, Tangibles.

2. Population or research subjects are taken from consumers / applicants who have taken care of passports at Immigration Office Class II Bengkalis Immigration Checkpoint.
3. The research location in this study is Immigration Office Class II Bengkalis Immigration Checkpoint on Jl. Ahmad Yani No.4, Bengkalis Kota, Kec. Bengkalis, Bengkalis Regency, Riau 28713 Indonesia.

1.6 Writing Systematic

In order for the writing of this thesis to be systematic and neatly organized, a systematic report writing is required. The following is the systematics of thesis writing.

CHAPTER I : INTRODUCTION

This chapter contains the background of the problem, the formulation of the problem, the purpose of the study, the benefits of the study, the scope and boundaries of the problem, and the systematic writing of the report.

CHAPTER II : LITERATURE REVIEW

This chapter explains about previous research, theoretical basis, and frame of mind.

CHAPTER III : METHOD AND ACCOMPLISHMENT PROCESS

This chapter contains the location and object of the study, types and sources of the study, population and sample, sampling techniques, data collection techniques, data processing techniques, measurement scale, types of the study, concept definition and operational variable.

CHAPTER IV : RESULT AND DISCUSSION

This chapter consists of the results, discussion and general description of factors of service quality at Immigration Office Class II Bengkalis Immigration Checkpoint.

CHAPTER V : CONCLUSION AND SUGGESTION

This chapter is the last chapter that contains conclusions and

recommendations Concluding remarks consist of conclusions from the research carried out.

REFERENCES

APPENDICES

WRITER BIOGRAPHY

