

Analysis of Public Service Quality at the Class II TPI Atambua Immigration Office

Graceana Elma Mau Buti¹, Petrus Ans Gregorius Taek², Donatus Sae³, Adeodatus Januario Barros Mbiri⁴, Hasanul Bulqiyah⁵

¹²³⁴ Program Studi Ilmu Pemerintahan, Sekolah Tinggi Ilmu Sosial dan Ilmu Politik Fajar Timur,

⁵Universitas 17 Agustus 1945 Jakarta

Article Info

Article history:

Accepted: 26 November 2025

Publish: 8 Decemeber 2025

Keywords:

Public Service Quality;

Public Satisfaction;

Service Timeliness;

SERVQUAL;

Service Improvement.

Abstract

In the current era of rapidly advancing technology, the quality of public services has become an important issue frequently encountered across various sectors of public facilities. One visible indication is the continued existence of public complaints regarding suboptimal service delivery, often expressed through different technological platforms. This situation has led to the emergence of negative perceptions among the public toward government officials responsible for providing public services. This study aims to analyze and understand the quality of public services at the Immigration Office Class II TPI Atambua. In practice, the officers at the Immigration Office strive to improve service quality by focusing on public interest, integrity, and professionalism. The research employs a qualitative method with a descriptive approach, referring to five dimensions of service quality: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. These five dimensions serve as the basis for evaluating the quality of services provided by the Immigration Office Class II TPI Atambua, with the expectation of achieving high-quality public service delivery. The results of the study indicate that the overall quality of public services in the passport application process at the Immigration Office Class II TPI Atambua is categorized as good. However, several aspects still require improvement, particularly in terms of service timeliness.

This is an open access article under the [Lisensi Creative Commons Atribusi-BerbagiSerupa 4.0 Internasional](#)



Corresponding Author:

Graceana Elma Mau Buti

Sekolah Tinggi Ilmu Sosial dan Ilmu Politik Fajar Timur

Email: graceanaelma@gmail.com

1. INTRODUCTION

Essentially, public services are closely related to the needs of the community across a wide range of life aspects. These public services can be felt and experienced in all areas of life. Whether consciously or not, public involvement with public services provided by the government is inseparable. Therefore, it has become imperative for the current government to consistently provide and carry out public service activities to the community in a good and professional manner in order to effectively meet the community's needs. Currently, the process of providing public services within government agencies is still considered to be inconsistent with public expectations. The provision of public services by the government is seen as unequal across various areas of community life. This may be due to the government's lack of responsiveness in addressing every change in the era in its broad dimensions and the complexity of uneven development issues across regions. On the other hand, society today continues to face various global issues and challenges triggered by the rapid development and advancement of science, technology, and information. The term "service" in English is "service." According to Lailul Mursyidah & Ilmi Usrotin Choiriyah

(2020). Essentially, service consists of a series of activities that take place routinely and continuously, covering all aspects of organizational life in society. This process is carried out with the aim of mutually fulfilling each other's needs and expectations. The needs of both recipients and service providers. There are several types of service, one of which is Public Service. According to Hayat (2017), serving all aspects of basic services needed by the community to be fulfilled in accordance with its provisions. Public service is a system built within the government to fulfill the needs of the people's interests. Good public service is able to provide satisfaction to the community. In this case, the government has a responsibility to provide services in a professional, accountable, and optimal manner. The hope of every community is the realization of optimal service, which in turn will improve the overall quality of service. One form of public service that we often encounter is the issuance of travel documents of the Republic of Indonesia or also known as passports. The government as the provider of travel document issuance services in this case the Ministry of Law and Human Rights through the Class II TPI Atambua Immigration Office is one of the public service providers currently serving the people of Belu Regency and in the context of passport issuance, public services at the Class II Atambua Immigration Office are carried out with reference to Law No. 6 of 2011 concerning Immigration. Efforts to improve the quality of public services to the community are directed at achieving excellent service standards, in accordance with community needs, and based on integrity, responsiveness, accountability, and professionalism. This is the primary goal of the Atambua Class II Immigration Office in carrying out its duties to provide optimal service to the public. Every officer within the scope of service in this office is responsible for carrying out tasks and obligations related to public services effectively. High-quality public services will lead to a high level of public satisfaction. This is in line with the opinion of Ismail (2019:15), who stated that the quality of service depends on the provider's ability to consistently meet customer expectations, which impacts customer perceptions. Several previous studies have also demonstrated the importance of implementing the five dimensions of service quality (SERVQUAL)—tangibles, reliability, responsiveness, assurance, and empathy—in assessing the effectiveness of public services quoted in his book *Quality Service Public* (Hardiansyah, 2018). Good quality public services can be achieved by efforts to meet the needs and desires of the community, as well as by providing accurate information and exceeding their expectations as service users. Although various previous studies have discussed the quality of public services in various agencies, most have focused on urban areas with relatively better facilities and infrastructure. Few studies have specifically examined the quality of public services in border areas such as Belu Regency, where challenges faced vary, such as limited internet access, the use of regional languages, and the vastness of the work area. Based on this background, this study aims to analyze **and understand the quality of public services at the Class II TPI Atambua Immigration Office**, by assessing the level of achievement of five dimensions of service quality (tangibles, reliability, responsiveness, assurance, and empathy), and identifying aspects that need to be improved to realize more effective and professional public services. Based on observations and as a step to understand the initial information in the passport application process, researchers will report the quota of passport applicants at the Class II Atambua Immigration Office for the period 2025.

Table 1. Number of Applicant Quotas and Passport Completion Time

At the Class II Atambua Immigration Office

Registrar	Number of Passport Applicants Quota per Day		Completion Time
	Normal day	Holiday	

Direct Registration	20-30 People	70-100 People	3 days (after photos and interviews)
---------------------	--------------	---------------	---

Source: Processed Data (2025)

From Table 1 shown above, we can obtain information regarding the number of passport applicants per day, as well as the length of time required to complete the process. Based on the Regulation of the Director General of Immigration No. IMI-891. GR 01. 01 of 2008 concerning Standard Operating Procedures (SOP), the duration for completing the Republic of Indonesia Travel Document (SPRI) has been regulated at three working days after the photo and interview process has been completed. In an effort to improve the quality of public services at the Class II TPI Atambua Immigration Office, officers often face a number of challenges. Some common obstacles include unstable internet connections, the high use of regional languages among the population, and the vast work area that must be served. These obstacles often become significant obstacles and impact the smoothness of the passport application process. If left unchecked, this condition can reduce public trust in the performance and quality of services provided by officers at the Class II TPI Atambua Immigration Office. Therefore, evaluation and efforts are needed to address these problems as a step to improve and update the quality of service. It is hoped that this action will provide comfort and satisfaction to the public who use the passport application service there. Based on the above background, the author feels the need to analyze the current implementation of public services, particularly in the context of passport services at the Class II TPI Atambua Immigration Office. Through this research, it is hoped that a general overview of the passport application process related to the quality of public services can be obtained, as well as steps that can be taken as solutions to current problems. Therefore, the author is interested in conducting this research with the title "**ANALYSIS OF PUBLIC SERVICE QUALITY AT THE CLASS II TPI ATAMBUA IMMIGRATION OFFICE.**"

2. RESEARCH METHODS

This study employed a descriptive qualitative approach. (Rachman, 2024) explains that descriptive qualitative research is grounded in post-positivist thinking and is suitable for natural situations. The informants in this study were passport applicants visiting the Class II TPI Atambua Immigration Office, with a sample size of 30 individuals.

Table 2. Sample

Gender	Amount	Age
Man	20 people	17-50 years
Woman	10 people	17-50 years

Source: Processed Data (2025)

In this study, several techniques were used for data collection, including interviews. According to the Big Indonesian Dictionary (KBBI), an interview is defined as a question-and-answer session with an individual to obtain information or opinions about something. (Rachman, 2024) explains that an interview is a method of data collection through face-to-face interaction. In addition to interviews, this approach also uses observation techniques. (Sugiyono, 2022) defines observation as a specific data collection method, not limited only to humans but also encompassing other objects. In addition, documentation, according to Sugiyono (2022), is a method used to obtain information, both verbally and in writing, that can support research. For data analysis, this study utilized the results of interviews with 30 passport applicants at the Class II TPI Atambua Immigration Office.

Table 3. Table of Service Quality Indicator Questions

Service Quality Indicators	Question	Measurement Scale
Tangible (Tangible)	<ol style="list-style-type: none"> 1. Comfort and cleanliness of the service room 2. Neatness and appearance of officers in providing services 3. The suitability of the facilities and infrastructure of the service room at the Class II TPI Atambua Immigration Office (Nirmala, 2022)	Likert scale
Reliability	<ol style="list-style-type: none"> 1. The accuracy of officers in providing services according to community expectations 2. The officers' abilities and knowledge are in accordance with community expectations. 3. Ease of access to information needed by the community (Nirmala, 2022)	Scale LIKE
Responsiveness	<ol style="list-style-type: none"> 1. Punctuality in providing services. 2. The speed and alertness of officers in handling sudden service obstacles. 3. The speed of officers in handling public complaints (Nirmala, 2022)	Likert scale
Assurance	<ol style="list-style-type: none"> 1. Compliance with the rules used by officers in providing services 2. Ease of service requirements 3. Guaranteed completion of services until completion by officers (Nirmala, 2022)	Likert scale
Empathy	<ol style="list-style-type: none"> 1. The ability of service officers to communicate 2. Task capabilities in handling complaints and service complaints 3. The politeness and friendliness of officers in providing services to the public. (Nirmala, 2022)	Likert scale

Source: Processed Data (2025)

This study used a closed-ended questionnaire, represented by a Likert scale consisting of four assessment categories. According to Sugiyono (2022), the Likert scale serves as a tool to measure the attitudes, opinions, and perceptions of individuals or groups toward social phenomena. Typically, the Likert scale is modified into four categories: Strongly Agree (SAS), Agree (S), Disagree (DS), and Strongly Disagree (STS).

Table 4. Assessment Categories According to the Likert Scale

Scale	Assessment Categories
1	Strongly agree
2	Agree
3	Don't agree
4	Strongly Disagree

Data Source: Sugiyono (2022), Data Prepared by Researcher (2025)

3. RESEARCH RESULTS AND DISCUSSION

Good service quality reflects the fulfillment of public needs for service facilities that meet their expectations. In this context, we can look at passport services at the Class II TPI Atambua Immigration Office. As a reference, research conducted by Arianto (2018) on the quality of public services at the Class II TPI Tanjung Priok Immigration Office, as well as a study by (Virgiawan et al., 2024) on the quality of passport services at the Class I Non-TPI Pemalang Immigration Office, Central Java, shows that public perception of good service quality is limited to a few indicators. As expressed by Zeithaml and quoted by Hardiansyah (2018) in the book "Quality of Public Services" (2018), there are five main dimensions that serve as a reference in assessing service quality: Tangibles, Reliability, Responsiveness, Assurance, and Empathy. These five dimensions will serve as the basis for assessing the quality of services provided by the Class II TPI Atambua Immigration Office.

The following is an explanation of respondents' responses to the five service quality indicators that have been analyzed by researchers:

Tangible Dimension (Direct Evidence)

The tangible dimension encompasses the appearance of physical facilities, equipment, personnel, and communication media within the service context. The Class II Immigration Office (TPI) Atambua continuously strives to improve service quality by providing adequate infrastructure and facilities. For example, there is a well-organized parking lot, a special service lane for people with disabilities, a comfortable waiting room, a prayer room, a television, and various other equipment. All of this is designed to facilitate the public's passport processing.

Table 5. Respondents' responses to Tangible Indicators

No	Question	Alternative Answers			
		STS (1)	TS (2)	S (3)	SS (4)
<i>Tangible (Tangible)</i>					
1	Comfort and cleanliness of the service room			7	23
2	Neatness and appearance of officers in providing services			3	27
3	Adequacy of the means and facilities of service rooms at the Immigration Office			10	20

Source: Data Processed by the Author 2025

From the measurement results shown in the table above, it can be seen that the majority of respondents gave a strongly agree answer to the first question, with a score reaching 92, followed by 21 respondents who answered agree. In the second question, the number of respondents who strongly agree increased to 108, while 9 other respondents gave an agree answer. Furthermore, for the third question, the number of respondents who answered strongly agree was also quite large, namely 80, with another 30 respondents giving an agree answer. These results indicate that the quality of the physical appearance and facilities at the Class II TPI Atambua Immigration Office is classified as good in supporting the quality of service provided.

Reliability Dimension

The Reliability dimension reflects consistency in the performance and quality of services. It indicates a company's ability to deliver promised services in a timely, accurate, and satisfactory manner.

Table 6. Respondents' responses to the Reliability Indicator

No	Question	Alternative Answers			
		STS (1)	TS (2)	S (3)	SS (4)
Reliability					
1	The accuracy of officers in providing services in accordance with community expectations			12	18
2	The officers' abilities and knowledge are in accordance with community expectations.			6	24
3	Ease of access to information needed by the community			4	26

Source: Data Processed by the Author 2025

From the measurement results listed in the table above, it can be concluded that the majority of respondents gave the answer "strongly agree" to the first question, with a total score reaching 72, while 36 respondents gave the answer "agree". For the second question, the number of respondents who answered "strongly agree" increased to 96, followed by 18 respondents who stated "agree". In the third question, there were a significant number of respondents who also gave the answer "strongly agree" with a score of 104, as well as 12 respondents who chose to answer "agree". These results indicate that the ability and reliability of officers in providing services are quite effective in meeting the needs of the community.

Responsiveness Dimension

The Responsiveness dimension reflects the service provider's readiness and speed in resolving issues and providing responsive service. In this aspect, service personnel demonstrate a responsive attitude, are willing to listen, and are responsive to customer needs to ensure their satisfaction. This includes the ability of personnel to assist customers experiencing service issues and complaints, provide accurate and precise information, demonstrate a lack of indifference, and provide assistance quickly and efficiently.

Table 7. Respondents' responses to the Responsiveness Indicator

No	Question	Alternative Answers			
		STS (1)	TS (2)	S (3)	SS (4)

Responsiveness					
1	Punctuality in providing services.		8	10	12
2	The speed and alertness of officers in handling sudden service obstacles.			3	27
3	The speed of officers in handling public complaints			11	19

Source: Data Processed by the Author 2025

From the measurement results listed in the table above, it can be seen that the majority of respondents answered the first question with the option "strongly agree," which achieved a score of 72. Meanwhile, 36 respondents chose the answer "agree," and 16 respondents expressed their disagreement. In the second question, the number of respondents who answered "strongly agree" was quite significant, namely 108, with only 9 respondents saying "agree." For the third question, it can also be seen that many respondents chose "strongly agree," which recorded a score of 76, followed by 33 respondents who chose "agree." Responsiveness in service is very important, and the results above show a fairly high number, which reflects the reliability of the officers in providing service. However, there is still room for improvement, reflected in the number of respondents who answered "disagree."

Assurance Dimension

The Assurance dimension encompasses the capabilities and skills of staff, their friendliness, and the level of trust and security offered. Examples include standard operating procedures (SOPs) for managing queues and the ease of fulfilling passport application requirements.

Table 8. Respondents' responses to the Assurance Indicator

No	Question	Alternative Answers			
		STS (1)	TS (2)	S (3)	SS (4)
Assurance					
1	Compliance with the rules used by officers in providing services			10	20
2	Ease of service requirements			9	21
3	Guaranteed completion of services until completion by officers			11	19

Source: Data Processed by the Author 2025

The measurement results presented in the table above show that the majority of respondents responded positively to the first question. Eighty respondents strongly agreed, while 30 others agreed. For the second question, 84 respondents strongly agreed, and 27 agreed. For the third question, 76 strongly agreed, with 33 others agreeing. The results of the observations and interviews indicate that overall, the level of satisfaction with the services provided by the Class II TPI Atambua Immigration Office remains relatively high.

Empathy Dimension

The empathy dimension seems to have reached an optimal level, as can be seen from the attitude of employees who do not differentiate between treatments and are non-discriminatory in providing services.

Table 9. Respondents' responses to the Empathy Indicator

No	Question	Alternative Answers			
		STS (1)	TS (2)	S (3)	SS (4)
<i>Empathy</i>					
1	The ability of service officers to communicate			8	22
2	Task capabilities in handling complaints and service complaints			14	26
3	The politeness and friendliness of officers in providing services to the public.			1	29

Source: Data Processed by the Author 2025

Based on the measurement results listed in the table above, it can be concluded that the majority of respondents gave a positive response to the first question. A total of 88 respondents stated that they strongly agreed, while 24 respondents agreed. For the second question, 104 respondents indicated that they strongly agreed, followed by 42 respondents who agreed. Meanwhile, for the third question, there were 116 respondents who stated that they strongly agreed and only 3 respondents agreed. From these observations, it is clear that the level of empathy of officers in providing services to the public is very good, which in turn increases public satisfaction with the quality of services provided.

4. CONCLUSION

The results of the study on service quality at the Class II TPI Atambua Immigration Office show that of the five dimensions analyzed—Tangibles, Reliability, Responsiveness, Assurance, and Empathy—all are still at a fairly good standard, as seen by the large number of respondents who gave a strongly agree rating. However, there are aspects of quality that need to be improved, particularly related to the timeliness of service. According to information obtained through brief interviews with officers, service delays are caused by poor internet connection problems in the Belu Regency area. This often results in delays in meeting the set time standards.

5. ACKNOWLEDGEMENT

The authors express their deepest appreciation to the Class II TPI Atambua Immigration Office for their full support in conducting this research, particularly through data access, observation opportunities, and excellent cooperation during the information collection process. They also express their appreciation to all officers and respondents who took the time to provide data and information that was crucial to the completeness of this research analysis.

The author would like to express his deepest gratitude to his fellow academics at STISIP Fajar Timur Atambua for their scientific discussions, critical input, and academic support, which enriched the substance of this research. These contributions were instrumental in refining the manuscript until it was ready for publication.

The author acknowledges that this research is not without limitations. Therefore, constructive criticism and suggestions are highly appreciated for the development of further research. Hopefully, this scientific work can contribute to strengthening the literature on public services and serve as a reference for improving the quality of services in border areas.

6. BIBLIOGRAPHY

- Dr. Arif Rachman, drg., SH., MH., MM., MTr.Hanla., Sp.Pros., CIQnR. et al., 2019)
- Dr. Arif Rachman, drg., SH., MH., MM., MTr.Hanla., Sp.Pros., CIQnR., Ciq., Dr.(Cand)E. Yochanan., SKM., Skep., MM., MARS., PIA., K., Dr. Ir. Andi Ilham Samanlangi, S.T., M. T., Hery Purnomo, S.E., M. M., & Arif, D. (2019). *Metode Penelitian Pendidikan: Pendekatan Kuantitatif, Kualitatif, dan R&D* (Issue January).
- Hardiansyah. (2018). *Kualitas Pelayanan Publik*. Hardiansyah-Kualitas-Pelayanan-Publik-Edisi-Revisi
- Hayat. (2017). *Manajemen Pelayanan Publik*.
https://books.google.co.id/books/about/Manajemen_Pelayanan_Publik.html?id=DAPGEAAQBAJ&redir_esc=y
- Lailul Mursyidah & Ilmi Usrotin Choiriyah. (2020). *Buku Ajar Manajemen Pelayanan Publik*. <https://doi.org/https://doi.org/10.21070/2020/978-623-6833-97-1>
- Marpaung, T. R., & Harmain, H. (2023). *Sistem Pelayanan dan Administrasi Kantor Imigrasi Kelas II Tpi Tanjung Balai Asahan 2023*. 1(2), 33–37.
- Nirmala, I. (2022). 3071-Article Text-12580-1-10-20230106 (1). *Professional Jurnal Komunikasi Dan Administrasi Publik*, 9(2), 603–614.
- Rachman, A. (2024). *Metode penelitian kuantitatif, kualitatif dan r&d* (Issue January).
- Sugiyono. (2022). *Metode Penelitian Kuantitatif, Kualitati, dan R&D*. Buku-Metode-Penelitian-Sugiyono
- Virgiawan, M. E., Istiyani, Y., Jl, A., Km, P., & Special, B. (2024). *Analisis Kualitas Pelayanan Paspor Di Kantor Imigrasi Kelas 1 Non TPI Pemalang , Jawa Tengah Sekolah Tinggi Teknologi Kedirgantaraan , Indonesia terhadap kebijakan publik tersebut , terutama mengingat kondisi perekonomian yang masih*. 1(3).