

An Analysis of Service Quality for Limited Stay Permits (ITAS) For Foreign Nationals at The Class I Immigration Office TPI Bengkulu

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Abstract

This study aims to determine an Analysis of Service Quality for Limited Stay Permit (ITAS) for Foreign Citizens at the Class I Immigration Office TPI Bengkulu. This research uses a qualitative descriptive method. Furthermore, data collection techniques are carried out by means of interviews, observation, and documentation. After obtaining the results of the research analyzed by means of data reduction, data presentation and conclusion drawing. Informants in this study amounted to 5 people consisting of 3 key informants and 2 main informants. This study uses the theory according to Zeithmal in Hardiyansyah (2018: 63), there are five dimensions of Service Quality as follows: (1) Tangible (direct evidence), consisting of physical facilities, equipment, personnel and communication. (2) Reliability, the ability of the service unit to create the promised service appropriately. (3) Responsiveness, the ability to help consumers be responsible for the quality of service provided. (4) Assurance, the ability of officers to provide guarantees on time, cost, legality, and certainty of service costs. (5) Empathy, attention to individuals (officers) given to applicants such as; prioritizing the interests of the applicant, friendly attitude, courtesy, non-discrimination, and respect for customers. Then the results of this study are as follows: (1) Tangible (direct evidence), the facilities used in the employee room are fairly complete and in good condition. (2) Reliability, the service provided by the officer is as promised. (3) Responsiveness, the officer is very alert in providing services to the applicant. (4) Assurance, the officer is polite, courteous and friendly to the applicant. (5) Empathy, officers care, are quick to respond and responsive in providing information to all applicants.

Keywords:

Service Quality, Limited Stay Permit for Foreigners

Introduction

Service is an action or deed of a person or organization to provide satisfaction to its customers or consumers (Kasmir 2005: 26). In general, service can be interpreted as carrying out activities or actions whose results are intended for the benefit of others, whether individuals, groups or communities. The term Immigration is a translation of the Dutch language *immigratie*, which comes from the Latin *immigratio*, with the verb *immigreren*, in Latin *immigrare*. In English it is called immigration, consisting of two words, namely *in* which means in and *migration* which means moving, coming, entering, or moving. According to Article 1 paragraph 3 of the Immigration Law Number 6 of 2011, the function of Immigration is part of the implementation of state governance which organizes Immigration services, law enforcement, national security, and improving public welfare. Everyone who enters or leaves the territory of Indonesia is required to undergo inspection by Immigration officers at the Immigration Checkpoint (TPI). According to Article 1 paragraph 12 of Immigration Law Number 6 of 2011, an entry inspection point is an inspection point located at a port, airport, cross-border crossing, or other place as a place of entry or exit to Indonesian territory. The Class I TPI Bengkulu Immigration Office is an agency under the auspices of the Ministry of Law and Human Rights (HAM). The Class I TPI Bengkulu Immigration Office processes applications for residence permits, verifies completeness of documents, and determines whether foreign nationals meet the requirements to obtain a residence permit.

Immigration Law Number 6 of 2011 lists various types of residence permits, including: a. Diplomatic Residence Permit; b. Service Residence Permit; c. Visit Residence Permit; d. Limited Residence Permit; and e. Permanent Residence Permit. However, what is commonly found and used by foreigners among civilians is the Visit Residence Permit, Limited Residence Permit, and Permanent Residence Permit. According to Article 31 of Government Regulation Number 32 of 1994 concerning visas, entry permits, and immigration permits ("Government Regulation Number 32/1994"), a Limited Stay Permit (ITAS) is a residence permit for foreign nationals who enter Indonesian territory with a limited visa and intend to stay for a limited period of time. A Limited Stay Permit is very important for foreigners because it allows them to stay for a certain period of time and carry out certain activities. Some of the reasons why a limited stay permit is important for foreign nationals are; (1) Legality, a limited stay permit provides legality for foreign nationals to stay in the country and carry out certain activities in accordance with applicable laws. (2) Immigration Supervision, a limited stay permit helps the government control the flow of foreign nationals in and out and guarantees the security and stability of the country. (3) Social Interests, a limited stay permit allows the government to determine immigration policies that are in accordance with national interests, including economic, social, and security interests. (4) Protection of Local Workers, by regulating residence permits for foreigners, the government ensures that local workers are protected and foreigners living in the country do not affect the employment and working conditions of local residents. This limited stay permit is usually required for certain purposes, such as studying abroad, working, investing, or other reasons approved by the government of the country. The issuance of a limited stay permit usually involves an application process and specific requirements that must be met by foreign nationals. These requirements include verification of security, training, financial background, other specific reasons, depending on the type requested.

Statistical data on the number of foreigners applying for and extending Limited Stay Permits (ITAS). Statistical data on the number of foreigners applying for and extending limited stay permits at the Class I TPI Bengkulu Immigration Office in 2023 based on citizenship and validity period of the letter can be seen in table 1.1.

Table 1. List of Applicants for Limited Stay Permit (ITAS) in 2023 at the Class I TPI Bengkulu Immigration Office

No	Nationality	ITAS Granting				Extend ITAS				Convert IK to ITAS				Amount	
		6		1 year		6		1 year		6		1 year			
		month				month				month					
		L	P	L	P	L	P	L	P	L	P	L	P	L	P
1	United States of America	0	0	0	0	0	0	1	0	0	0	1	0	2	0
2	Australia	2	0	7	0	0	0	0	0	0	0	9	0	18	0
3	Türkiye	2	0	1	0	0	0	1	0	0	0	4	0	8	0
4	China	20	2	74	7	22	4	103	7	62	12	10	0	291	32
5	Philippines	0	0	4	0	0	0	5	0	0	0	9	0	18	0
6	India	3	1	1	0	0	0	1	1	0	0	5	2	10	4
7	Ireland	0	0	1	0	0	0	0	0	0	0	1	0	2	0
8	Japan	3	0	8	0	0	0	15	1	0	0	0	0	26	1
9	German	2	0	0	0	3	0	0	0	0	0	2	0	7	0
10	South Korea	0	0	1	0	0	0	2	0	0	0	3	0	6	0
11	Malaysia	11	0	4	0	0	0	7	0	0	0	22	0	44	0
12	New Zealand	1	0	1	0	0	0	1	0	0	0	3	0	7	0
13	Singapore	3	0	0	0	0	0	0	0	0	0	3	0	6	0
14	Sweden	2	0	0	0	0	0	0	0	0	0	2	0	4	0
15	Taiwan	0	0	0	0	0	1	0	0	0	0	1	0	1	1
16	Thailand	19	0	3	0	0	0	3	0	0	0	6	0	36	0
17	France	0	0	2	0	0	0	0	0	0	0	0	2	2	2
18	Vietnamese	0	0	1	0	0	0	0	0	0	1	0	0	1	1
Total		68	3	101	7	25	5	139	9	62	13	81	4	489	41
Total		530													

Source: Class I TPI Bengkulu Immigration Office 2023

The table above shows that from January to December 2023, the number of foreign nationals who applied for limited stay permits at the Class I TPI Bengkulu Immigration Office was 530 people. Applicants for ITAS with a validity of 6 (six) months were 71 people. Divided into 68 men and 3 women. Validity period of 1 (one) year was 108 people. Divided into 101 men and 7 women. Applicants for ITAS extension with a validity of 6 (six) months were 30 people. Divided into 25 men and 5 women. Validity period of 1 (one) year was 148 people. Divided into 139 men and 9 women. Applicants for conversion of IK to ITAS (change from visit permit to ITAS) with a validity of 6 (six) months were 75 people. Divided into 62 men and 13 women. Validity period of 1 (one) year as many as 85 people. Divided into 81 men and 4 women. As seen in table 1.1, the majority of Foreign Citizens (WNA) who are in the territory of Indonesia and apply for Limited Stay Permits (ITAS) are Citizens of the People's Republic of China (PRC) totaling 323 people, consisting of 291 men and 32 women. When viewed from the reality, limited stay permit services at the Class I TPI Bengkulu Immigration Office. Based on observations of research observations regarding ITAS services. ITAS has several problems faced by Immigration in providing services to WNA, namely: (a) Limited communication and language; currently many Foreign Citizens (WNA) live in the territory of the Unitary State of the Republic of Indonesia, especially one of them is a foreign citizen from the

People's Republic of China (PRC), but not all foreign citizens can use English and are not able to speak English, while immigration officers are also not all able to speak English so that there are problems and difficulties in communicating between foreigners and Immigration officers. (b) Ensuring that all foreign nationals applying for ITAS meet the security and legal compliance requirements is a challenge in itself. Immigration must conduct a thorough verification to prevent the entry of foreign nationals for illegal purposes. (c) Lack of Supporting Facilities and Infrastructure; Lack of supporting facilities such as photocopying machines and office stationery stores (ATK) that can be used by applicants when there are files that are missing or have not been photocopied or the applicant forgets to bring a stamp, then the applicant must leave the office to find a photocopying place, this will have an impact on the completion time of the administration in making the ITAS letter. The process of issuing Limited Stay Permits (ITAS) is being improved so that the public or service users feel satisfied with the services provided.

Therefore, it is necessary to analyze several problems regarding public services to make improvements in order to improve the quality of public services that are better and optimal in the future. In order to improve public services, it is necessary to study in order to determine the quality of services for making limited stay permits at the Class I TPI Bengkulu Immigration Office. It is necessary to know whether the service for making limited stay permits is in accordance with the quality standards of service or not provided by Immigration officers. Improving public services to foreign nationals at the Class I TPI Bengkulu Immigration Office will have a positive impact on the country's image and the immigration system as a whole. By providing a good and efficient experience, the country can strengthen its international relations and promote friendliness and cross-border cooperation. Seeing the problems above, the author is interested in a study entitled "Anal'sis of the Quality of Limited Stay Permit (ITAS) Services for Foreign Nationals at the Class I TPI Bengkulu Immigration Office".

Literature Review

According to Tjiptono in Hardiyansyah (2008:49), quality is conformity to requirements, suitability for use, continued repair, free from damage/defects, meeting customer needs from the start and at all times, doing everything right, something that can make customers happy. The concept of service quality can be understood through consumer behavior, which is a behavior played by consumers in searching for, buying, using, and evaluating a product or service that is expected to satisfy their needs.

Meanwhile, according to Ibrahim in Hardiyansyah (2008:55), the quality of public service is a dynamic condition related to products, services, people, processes and the environment where the quality assessment is determined at the time the public service is provided. In order to assess the extent of the quality of public services provided by government officials, there needs to be criteria that indicate whether a public service provided can be said to be good or bad, quality or not.

In this study, the author examines the Analysis of the Quality of Limited Stay Permit Services (ITAS) in serving Foreign Citizens (WNA) at the Class I TPI Bengkulu Immigration Office. Based on the identification of the problems presented, the theory used according to Zeithaml in Hardiyansyah (2008:63), there are five dimensions of Service Quality:

1. Tangible (visible/touchable), consisting of physical facilities, equipment, personnel and communication.
2. Reliability (reliability), the ability of the service unit to create the promised service

appropriately.

3. Responsiveness (response/response), the ability to help consumers be responsible for the quality of service provided.
4. Assurance (guarantee), the ability of officers to provide guarantees on time, cost, legality, and certainty of service costs.
5. Empathy (empathy), attention to individuals (officers) given to applicants such as; prioritizing the interests of applicants, friendly attitude, politeness, non-discrimination, and respect for customers.

Methods

The type of research used in this study is research presented qualitatively and descriptively. According to Bodgan and Taylor in the book by Basrowi and Suwandi (2008), qualitative research is a research method that produces descriptive data in the form of language, writing, and behavior of people being observed. According to Sugiyono (2012:7-8), qualitative research is descriptive and tends to use analysis. The technique of determining informants in the study used the purposive sampling method, namely determining informants based on the researcher's considerations (Sugiyono, 2008). In this study, there are several criteria for informants who will be used as research objects at the Class I TPI Bengkulu Immigration Office, including the Head of the Intaltuskim Section, Intaltuskim Employees and key informants including Foreign Citizens (WNA) representing several countries. The data collection techniques that will be used in this study are: observation, interviews and documentation.

Results and Discussion

Research Results

This research was conducted at the Class I TPI Bengkulu Immigration Office in the Residence Permit and Immigration Status (Intaltuskim) section related to Service Quality using the theory according to Zeithaml in Hardyansyah (2008:63), the dimensions of service quality have 5 (five) elements: (1) Tangible (Direct Evidence), (2) Reliability (Reliability), (3) Responsiveness (Responsiveness), (4) Assurance (Guarantee/Certainty), (5) Empathy (Attention). The researcher presented all the data that had been obtained, these results were obtained from observation, interview and documentation activities. The research results that can be presented are as follows:

Tangible (Direct Evidence)

Tangible is the company's ability to provide the best service for its customers. This is something concrete because the quality of service can be seen and felt directly by customers. For example, the quality of service in the form of physical office facilities, computerization, administration, waiting rooms, and information places.

Table 2. Data on Physical Facilities of Class I TPI Bengkulu Immigration Office

No	Physical Facilities Data	Immigration Office Class I TPI Bengkulu
1	Biometric Data Management Room	a. Computer b. Fingerprint Tool c. Camera
2	Administration Room	a. Table b. Chair c. Computer d. Printer Machine e. Cupboard f. Stationery equipment
3	waiting room	a. Chair Wait
4	Place Information	a. Table b. Stationery and brochures

Source: Class I TPI Bengkulu Immigration Office

Based on the results of the study, it is known that the facilities used in the employee room are good because everything has been facilitated with the technology that has been prepared. So that in providing services to foreign national applicants it can be faster. Facilities are everything that can facilitate and facilitate the implementation of a business and are the means and infrastructure needed in carrying out or facilitating an activity. The physical office equipment facilities, computerization, administration, waiting room, information place, and technology in the Intaltuskim room have been running well in providing services to foreign national applicants. The Intaltuskim building and room are good because they are neatly arranged, clean and beautiful so that employees feel comfortable in the room. With neat arrangements, maintained cleanliness, and beautiful decorations, employees feel very comfortable working in the room. This comfortable and pleasant environment certainly has a positive impact on the performance and work spirit of employees at the Class I TPI Bengkulu Immigration Office.

Reliability

Reliability is the ability of a company or organization to provide services that are in accordance with what was promised to customers. This can be in the form of improving performance that is in accordance with customer expectations. The services provided by the Class I TPI Bengkulu Immigration Office, especially in the Intaltuskim Section, have employees in their respective fields. The ability of employees to provide services to foreign national applicants can be relied on. From the results of the study, it is known that the services provided by Immigration officers are in accordance with what was promised and desired by foreign national applicants, fast and easy to deal with, responded to directly by Immigration officers. The ability of Immigration officers is good in providing services to all applicants who deal with Immigration officers. That the services provided by Immigration officers are very satisfying because they respond quickly in providing services and Immigration officers also often contact applicants personally who are late in processing residence permits.

Responsiveness

Responsiveness possessed by employees and company leaders. Where the company must demonstrate its ability to provide fast and accurate services to applicants if the applicant is in need of the intended service. Based on the research results, it is known that Immigration officers are very responsive in providing services to applicants when applicants ask for assistance in fulfilling the requirements for residence permits and other information related to ITAS processing. The speed of officers in serving foreign applicants is quite good and in conveying information to other foreign applicants. For handling complaints from foreign applicants, officers are very good at accommodating these complaints and can provide solutions to foreign applicants who submit complaints and are responded to directly by officers so that they feel cared for. Assurance (Guarantee/Certainty). This is related to the knowledge, ability and skills of employees in fostering the applicant's self-confidence in the company. In it there are elements of applicant ethics, applicant credibility, applicant security, and ethical elements possessed by employees. In particular, employees of the Class I TPI Bengkulu Immigration Office have the ability to provide services to applicants, therefore employees implement procedures according to applicable SOPs and are friendly, attentive, polite and provide services by Intaltuskim employees to foreign applicants. From the results of the study, it is known that Immigration officers in providing services to foreign applicants by using a language style in conveying information that is clear and accurate enough so that it is easy to understand and comprehend. Immigration officers are polite, courteous and friendly to applicants in providing services. Officers also provide an attitude that makes applicants feel safe in providing services. The security of services carried out by Immigration officers is good in conveying messages and information obtained to foreign applicants regarding ITAS processing.

Empathy (Attention)

Empathy is the provision of individual attention to customers from a company or organization. This is intended so that the company or organization can understand more about the desires and needs of its customers. In this case, Intaltuskim in serving the interests of foreign national applicants always has the convenience of contacting officers when the applicant is dealing with. Based on the results of the study, it is known that immigration officers are very caring and easy to contact because there is already a direct contact number given to the applicant. Immigration officers respond quickly and responsively provide information to all applicants who need it without taking a long time. Immigration officers are very good at communicating with applicants. Judging from the delivery of messages with direct communication and quickly understanding in explaining something that the applicant needs and there is always a solution. Immigration officers can understand and understand the condition of the applicant who provides complaints that he faces regarding problems concerning the processing of residence permits so that they can provide solutions to find a way out so that they can solve their problems.

Discussion

Tangible (Direct Evidence)

The facilities used in the employee room are good because they use an online-based application (<https://izintinggal-online.imigrasi.go.id>) including devices used using technology such as computerization, digital cameras for biometric data collection. So that in providing services

to foreign national applicants it is faster. Intaltuskim officers have implemented operational standards in accordance with applicable regulations.

The following is the SOP for the Flow of Residence Permit Services (WNA) at the Class I TPI Bengkulu Immigration Office:

1. Register for a residence permit application online via: izintinggal-online.imigrasi.go.id.
2. Come and show proof of online registration:
 - a. Checking complete files
 - b. Verifying application data
 - c. Filling out the Immigration Residence Permit form
 - d. Inputting data and issuing PNPB Billing
 - e. Given a queue number for biometric collection
3. Go to counter 1 for foreign national services. Applicant/sponsor/authorized person fills out the form and returns it to the counter officer 1.
4. Payment of Immigration fees at Bank/ATM/POST Office.
5. Applicant waits for the biometric collection process
6. Biometric collection according to the queue number according to the queue number, including: photo, fingerprints, and signature.
7. Collection of passports that have been affixed with Immigration Stay Permit (3 days after biometric collection).

The building and room of the Class I TPI Bengkulu Immigration Office are good because they are neatly arranged, clean, and beautiful. Immigration officers in the Intaltuskim room are all neatly and politely dressed.

Reliability

The ability of Immigration officers is good in providing services to all foreign applicants who deal with Immigration officers. The services provided by Immigration officers are in accordance with what was promised and desired by the applicant, fast and easy in dealing with, responded to directly by Intaltuskim officers. For example, when an applicant applies for a residence permit, the officer clearly explains the stages to be passed and the time required for each process. The service provided is very consistent and transparent, so that applicants feel calm and confident that all their affairs will be handled properly. Then if the applicant needs additional information regarding the required documents, the Immigration officer quickly provides clear and accurate guidance. With a fast and easy approach, every applicant feels well served. Officers are also responsive in responding to applicants' questions and needs, so that they feel comfortable and confident that their application process is running smoothly. This creates a strong atmosphere of trust between applicants and Immigration officers.

Responsiveness

The officers are very responsive in providing services to applicants when applicants ask for assistance in providing information about residence permits and other information related to residence permit processing issues. The speed of Immigration officers in serving applicants is quite good in conveying other information. For handling applicant complaints, officers are very good at accommodating these complaints so that they can provide solutions to applicants who submit

complaints and are quickly responded to directly by Immigration officers so that they feel cared for. For example, when an applicant asks about the interview schedule, the officer promptly checks the schedule and provides an answer in a timely manner. This helps applicants to plan their next steps better. In terms of handling complaints, Immigration officers are very proactive. When applicants complain about the length of the residence permit application process, officers quickly listen to complaints and provide relevant solutions. They not only accommodate complaints, but also provide explanations about the steps that will be taken to speed up the process. Applicants feel cared for and appreciated and that is very important to maintain their trust and satisfaction with Immigration services.

Assurance

Immigration officers are polite, courteous and friendly to applicants in providing services. Immigration officers use a language style in conveying information that is clear and accurate enough so that it is easy to understand and comprehend. That the security of the service carried out by the officers is good in conveying messages and information obtained to the applicant. For example, when there is a new applicant, he asks questions about the required documents, the officer patiently explains each step that must be taken. The officer uses simple and clear language, so that the applicant can understand all the information provided. This makes the applicant feel more confident and comfortable. In addition, the officer also ensures that messages and instructions are conveyed properly. For example, when there is a change in procedure, the officer immediately informs the applicant proactively, so that there is no confusion. With this professional and friendly service, applicants feel appreciated, and their trust in Immigration increases. They feel confident that their residence permit application process will be handled properly and efficiently.

Empathy (Concern)

Immigration officers are very caring and easy to contact because there is a direct contact number given to the applicant. Immigration officers are quick to respond and responsive in providing information to all applicants who need it without taking a long time. Immigration officers are very good at communicating with applicants. Judging from the delivery of messages with direct communication and quick to understand in explaining something that the applicant needs and there is always a solution. Immigration officers can understand and comprehend the condition of the applicant who is complaining about the problems concerning the processing of residence permits so that they can provide solutions to find a way out so that they can be resolved. For example, when the applicant experiences difficulties in the process of applying for a residence permit, the Immigration officer quickly responds to his call and provides the information he needs without waiting long. In communicating, Immigration officers are very effective. They are able to convey messages clearly and directly, so that applicants can easily understand the explanation given. Immigration officers also show empathy by understanding the situation and concerns experienced by the applicant. When receiving complaints about the length of the process, officers listen carefully and show concern for the problems faced. They not only look for the right solution, but also provide emotional support by conveying the problem. With this caring approach, the applicant feels valued and cared for and that is very important in building a good relationship between the applicant and the Immigration officer.

Conclusion

Based on the results of the study in the discussion, it can be concluded that the Analysis of the Quality of Limited Stay Permit (ITAS) Services for Foreign Citizens at the Class I TPI Bengkulu Immigration Office, there are several aspects that have been running quite well, as follows:

1. Tangible (Direct Evidence), the facilities used in the employee room are fairly complete and in good condition.
2. Reliability (Reliability), the services provided by officers are in accordance with what was promised.
3. Responsiveness (Responsiveness), officers are alert in providing services to applicants.
4. Assurance (Guarantee/Certainty), officers are polite, courteous and friendly to applicants.
5. Empathy (Attention), officers care, respond quickly and are responsive in providing information to all applicants.

However, there are obstacles in terms of efficiency and transparency of the process. Therefore, it is necessary to improve the quality of service to improve efficiency in communication and transparency of the process, as well as ensure the accuracy of the information provided. There are several recommendations for improving services, including; increasing training for officers, utilizing technology to support services, and improving communication and information. In improving the quality of work, it can also be supported by improving adequate equipment and technology so that the main tasks and functions of officers can be carried out better so that this can increase satisfaction for ITAS service users.

Suggestion

Based on the above conclusions, it is suggested that the quality of Limited Stay Permit (ITAS) services needs to be improved in terms of service quality. Routine training is needed for officers every year so that they are more skilled and able to deal with various situations. It is necessary to evaluate and simplify the Limited Stay Permit (ITAS) service process flow to make it more efficient. And it should be done routinely through surveys or interviews. This can be used for continuous improvement according to the needs of the applicant. In improving the quality of work, it can also be supported by improving adequate equipment and technology so that the main tasks and functions of officers can be carried out better so that this can increase satisfaction for users of the Limited Stay Permit (ITAS) service.

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