

## Analisis Terhadap Manajemen Pemberian Visa on Arrival

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### Abstrak

Penelitian ini berfokus pada manajemen pemberian Visa on Arrival pada Tempat Pemeriksaan Imigrasi. Hal ini dilakukan berkaitan dengan program pemerintah di bidang pariwisata yaitu Visit Indonesia Year 2008. Imigrasi sebagai penjaga pintu gerbang negara diharapkan turut menyukseskan program tersebut dengan membuat dan mengoptimalkan kemudahan di bidang Keimigrasian salah satunya adalah Visa on Arrival. Banyaknya keluhan yang timbul mengenai pelayanan Keimigrasian menimbulkan perhatian tersendiri dari masyarakat. Kurang ramahnya pelayanan dan kurangnya sarana pendukung pelaksanaan pemberian Visa on Arrival menjadi perhatian tersendiri dari masyarakat. Dengan melakukan analisa terhadap manajemen pemberian Visa on Arrival maka diharapkan diketahui bagaimana proses pemberian Visa on Arrival hingga sejauh mana masyarakat melihat kualitas pemberian Visa on Arrival pada saat ini. Tidak adanya perencanaan dan pola pengembangan karier yang ketat menurunkan tingkat profesionalisme pegawai Imigrasi. Penurunan profesionalisme ini dikhawatirkan dapat berakibat penurunan jumlah kunjungan wisatawan manca negara ke Indonesia. Dari hasil pengolahan data dan wawancara, dapat disimpulkan bahwa pelaksanaan fungsi manajemen pada pemberian Visa on Arrival dapat dikatakan telah cukup memadai, namun perlu adanya perbaikan dalam hal profesionalisme pegawai dan peningkatan pemanfaatan data yang dihasilkan.

.....This research focuses on the issue of Visa on Arrival management in Indonesia. In line with this, Indonesia government planning a tourism program called Visit Indonesia Year 2008 and also there have been many issues rising given certain serious conditions caused by the Immigration officer that faced the international society directly which attract the public attention. By learning the management of Visa on Arrival hopefully will be known how far Directorate General of Immigration have been proceed the theory of management, in this case the functional of management that separated in to planning,organizing, leading and controlling. The common related issue is about the hospitality from the officer, professionalisme, and number of technology that able to provide their job application. And then to understand the utility of value customers receive by consuming or using the offering of Directorate General of Immigration and how service alone or together with physical goods or other kinds of tangibles contribute to this utility, that is, to understand how total quality is perceived in customer relationship and how it changes offer time; to understand how Directorate General of Immigration (personnel, technology and physical resources, system and customers) will be able to produce and deliver this utility or quality; to understand how Directorate General of Immigration should be developed and managed so that the intended utility or quality is achieved; and to make Directorate General of Immigration function so that this utility or quality is achieved and the objectives of the parties involved.