

Akses Pelayanan Antrean Permohonan Paspor Secara Online di Kantor Imigrasi Wilayah Jabodetabek = Access to Online Passport Application Queue Service at The Jabodetabek Regional Immigration Office

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Abstrak

Direktorat Jenderal Imigrasi tertanggal 17 November 2017 menerapkan Aplikasi Pendaftaran Antrean Permohonan Paspor Secara Online (APAPO) di kantor imigrasi seluruh Indonesia, serta secara resmi menghapuskan antrean permohonan paspor secara konvensional. Setelah diimplementasikan, pada laman LAPOR! masih terdapat keluhan masyarakat terkait antrean permohonan paspor secara online pada kantor imigrasi yang ada di seluruh Indonesia. Hal tersebut melatarbelakangi penelitian ini yang bertujuan untuk menganalisis akses pelayanan antrean permohonan paspor secara online di kantor imigrasi, khususnya di wilayah Jabodetabek. Penelitian ini menggunakan pendekatan kuantitatif dengan teknik pengumpulan data mixed methods melalui survei, wawancara mendalam serta studi kepustakaan. Teori utama yang digunakan dalam penelitian ini adalah teori Akses menurut Penchansky & Thomas (1981). Hasil penelitian menunjukkan bahwa akses pelayanan antrean permohonan paspor secara online di kantor imigrasi wilayah Jabodetabek masuk ke dalam kategori buruk. Hal tersebut berdasarkan 3 dimensi akses yang masuk ke dalam kategori buruk yaitu availability (ketersediaan), accessibility (aksesibilitas), dan accomodation (akomodasi), sedangkan 2 dimensi akses lainnya yaitu affordability (keterjangkauan) dan acceptability (penerimaan) masuk ke dalam kategori baik.

The Directorate General of Immigration dated 17 November 2017 implemented Application for Online Passport Application Queue Registration (APAPO) at immigration offices throughout Indonesia, as well as officially eliminating the conventional passport application queue. Once implemented, on the LAPOR! there are still public complaints regarding the queue for online passport applications at immigration offices throughout Indonesia. This is the background of this study which aims to analyze access to online passport application queue services at the immigration office, especially in the Jabodetabek area. This study uses a quantitative approach with mixed methods data collection techniques through surveys, in-depth interviews and studies literature. The main theory used in this research is Access theory according to Penchansky & Thomas (1981). The results showed that access to online passport application queue services at the Jabodetabek immigration office was in the bad category. This is based on 3 dimensions of access that fall into the bad category, namely availability (availability), accessibility (accessibility), and accommodation (accommodation), while 2 dimensions Other accesses, namely affordability and acceptability, fall into the good category.