**ABSTRAK**

LUCKY KARIM 2014. *Implementasi Standar Operasional Prosedur Sistem Penerbitan Surat Perjalanan Republik Indonesia (Paspor) pada Kantor Imigrasi Kelas I Makassar* (Dibimbing oleh Promotor Haedar Akib serta Kopromotor Muhammad Basri dan Andi Makkulau)

Kinerja manajemen pelayanan publik sudah menjadi ukuran kinerja pemerintah. Itulah sebabnya masyarakat menuntut penyelenggaraan manajemen pelayanan lebih responsiv terhadap kebutuhan masyarakat yang transparan, partisipatif, serta akuntabel. Salah satu unsur pelayanan dari pemerintah adalah penerbitan Surat Perjalanan Republik Indonesia (Paspor) yang diselenggarakan oleh Kantor Imigrasi. Pelayanan publik ini dalam pengimplementasiannnya diperlukan adanya kebijakan. Kebijakan dalam penerbitan paspor ini dijalankan melalui Standar Operasional Prosedur (SOP). Oleh karena itu rumusan masalah dalam penelitian ini adalah (i) Bagaimana gambaran kualitas implementasi Standar Operasional Prosedur sistem penerbitan Surat Perjalanan Republik Indonesia (Paspor) berdasarkan ketentuan dalam Peraturan Direktur Jenderal Imigrasi Nomor: IMI-891.GR.01.01 tahun 2008 pada Kantor Imigrasi Kelas I Makassar? (ii) Faktor-faktor apa yang mendukung dan menghambat kualitas implementasi Standar Operasional Prosedur sistem penerbitan Surat Perjalanan Republik Indonesia (Paspor).

Tujuan penelitian ini adalah (i) untuk memperoleh gambaran tentang kualitas implementasi Standar Operasional Prosedur sistem peneribitan Surat Perjalanan Republik Indonesia (Paspor) Kantor Imigrasi Kelas I Makassar; (ii) untuk mengidentifikasi faktor-faktor yang mendukung dan faktor-faktor yang menghambat kualitas implementasi Standar Operasional Prosedur sistem penerbitan Surat Perjalanan Republik Indonesia (Paspor) pada Kantor Imigrasi Kelas I Makassar. Jenis penelitian adalah deskriptif-kualitatif dengan pendekatan fenomenologi dengan teknik pengumpulan data melalui wawancara dan studi dokumentasi, serta didukung oleh pengisian angket.

Hasil penelitian menunjukkan bahwa (i) implementasi SOP sistem penerbitan paspor dari 12 aspek yang dilakukan pelanggan, ada yang sangat efektif dan ada pula yang kurang efektif; (ii) faktor-faktor yang dapat mempengaruhi pengimplementasi SOP sistem penerbitan paspor adalah komunikasi, kelengkapan sarana dan prasrana, kualitas SD, perilaku manusia, birokrasi, kebijakan politik, status sosial ekonomi, dan sistem pemerintahan.

**ABSTRACT**

**LUCKY KARIM,** **2014**. The The Implementation of prosedure Operational Standard of Indonesian Pasport Issue at Class I Makassar Imigration Office (Supervised by Haedar Akib as the promoter and Muhammad Basri and Andi Makkulau as the co-promoters)

Performance management of public service has become the measure of the performance of the Government. That is why the community demanded the holding of management services more responsive to the needs of the community and the implementation of public service management that is transparent, participatory, and accountable. One of the service elements of the Government's publication of the Republic of Indonesia Trip (passport) organized by the Immigration Office. This public service in the implementation of necessary policies. This passport issuance policies in the run through the standard Operational procedures (SOP). Therefore, the formulation of the problem in this study are (i) how the picture quality of Standard Operational procedures for implementation of the system for the issuance of letters of Republic of Indonesia Trip (passport), based on the provisions in the regulations the Director General of Immigration number: IMI-891.Gr. 01: 01 2008 at Makassar class I Immigration Office? (ii) what factors that support and the factors that inhibit the implementation of operational Procedures Standards quality system of the Republic of Indonesia Travel publishing (passport), based on the provisions in the regulations the Director General of Immigration number: IMI-891.Gr. 01: 01 2008 at Makassar class I Immigration Office?

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The purpose of this research is (i) to obtain an overview of the quality of the implementation of the operational Procedures Standards system of the Republic of Indonesia penerbitan Travel (passport), based on the provisions in the regulations the Director General of Immigration number: IMI-891.Gr. 01: 01 in 2008 at the Immigration Office of Makassar class I; (ii) to identify what factors that support and the factors that inhibit the implementation of operational Procedures Standards quality system of the Republic of Indonesia Travel publishing (passport), based on the provisions in the regulations the Director General of Immigration number: IMI-891.Gr. 01: 01 in 2008 at the Immigration Office of Makassar class I. This research is descriptive-qualitative approach uses a type of study phenomenology with the techniques of data collection through interviews and documentation, as well as studies supported by the now charging.

The results of this research indicate that (i) the implementation of passport issuance system of SOP 12 aspects that made the customer, there is a very effective and some are less effective; (ii) factors that may affect the implements used during on passport issuance system SOP is communication, thoroughness means and prasarana, the quality of SD, human behaviour, bureaucracy, political policies, socio-economic status, and system of Government.