The Influence of Employees Performance Towards Passport Applicant's Satisfaction in Immigration Office Class 1 Bandung

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Abstract: *The problem of this research is an assumption that employees' performance influences the satisfaction of passport applicants. The objects of this research were passport applicants at immigration office in Bandung. The number of 100 offline respondents and 50 online respondents were done by using census method. The research was adopting descriptive and verificative method. The simple linear regression was used as data analysis technique which consists of correlation coefficient and determination. The result showed that there was strong relationship between employees' performance towards satisfaction of passport applicants for offline in the number of 78,7% and for online in the number of 73,0%. The conclusion draws that the satisfaction of passport applicants is influenced by employees' performance of immigration office. Thus, the immigrant office needs to give more attention to employees' performance for having good impression and not spreading negative impacts.*

Keywords: *Performance, employees' performance, satisfaction of passport applicants.*

I.   Introduction

Public services in the globalization age still posses so many infirmity which makes it unable to meet the society expectancy. This is being marked by the overflowing complaint from the society that is being delivered through mass media, which in the ends will creates a negative image to the government. Since the main function of a government is to serve the society, the government is supposed to improves its employee's performance quality.Performance can be seen as a result of an effort. Performance is a process that describe how a task is being performed to achieve its goals. There are several factors that requires special attention for an organization to have a good performance, which in this case will correlate with a requirements to creates a value for a high quality human resource management that support overall organization performance. A good organizational performance is crucial for an organization that honor quality in all of their task performance.If this condition does not responded by class-one immigration office in Bandung, these governmental institution will have a poor image in the eyes of the society, since its primary function is also to serve the public with immigration issue that requires sufficient human resource management of the employees itself.

Class-one immigration office in Bandung is providing a service like an arrangement and revision of traveller's passport of Republic of Indonesia which aims to provide easiness and safety for the society. As an instance, the institution has an online registration for applicants to taking care of their traveller's passport, but those issue is still put into consideration to be judged as a factos of applicant's satisfaction.Therefore, employees performance is a very important function on class-one immigration office in Bandung to observe people travelling in-and-out of the country smoothly or not. Considering the importance of class-one immigration office in Bandung's role, they requires a constant improvements in their optimal quality form each unit of public services.Class-one immigration office in Bandung which is working under a ministry of human rights and law enforcement often receives unsatisfying respond from the society due to its long queue on registration line to make a passport, result in wasting times for the people who has other important things to do.

The inaccuracy of completion time for making a travellers passport is caused by the limited processing machine and the less-competent employees of class-one immigration office in Bandung, which of course will keep pilings-up and sometimes will delay the travel of the applicants itself.To strengthen the phenomenon and the background of this research, an initial questionnaires is being distributed to the passport applicants of class-one immigration office in Bandung regarding their satisfaction toward the employees performance as follows:

Table 1. Initial questionnaires result

Question	Applicant's Answer	
	Yes	No
Are you satisfied with the employees performance on class-one immigration office in Bandung?	9	21
Percentage	30%	70%

From the answer of respondents which is conducted by 30 samples of passport applicant, the temporary conclusion is there are unsatisfaction from the passport applicant with the employees performance on class-one immigration office in Bandung with composition of 30% claim satisfied and 70% claim unsatisfied. To solve these issues requires an analysis of people satisfaction to the quality of passport creation system on class-one immigration office in Bandung.Based on the data that researcher has obtains above, also supported by the previous similar research on consumer or public satisfaction, Suwarno (2013) with his research regarding employees performance and public satisfaction on the creation process of citizen's identity card state that there are positive influence from employees performance to public satisfaction to obtain citizen identity card.

It means that an employee's performance will affect either good or bad impact on public / consumer. If the services provided by the employees is very well, the consumer will be satisfied with those services and in contrary, if the services provided is bad, then the consumer satisfaction will also be negatively affected. Class-one immigration office in Bandung as a governmental institution that provide public services in passports creation has make an effort to improve its services by simplifying approval procedures, addition of facility like adding more counters to serve the applicants who wants to make a passport. Nevertheless, the amount of complains still quite high, as been reported by www.lapor.go.id at January 28th, 2014 with a title of "Passport creation services at class-one immigration office in Bandung is deteriorating" one of the interviewed people said that he was unsatisfied by the unreasonable long queue of applicant which is in line even when the office is almost closed. He also state that this may be caused by the slow performance of the employees in charge. This makes a clear views that the quality of services provided by the employee on class-one immigration office in Bandung is still poor and thus requires improvement to prevent worse issue in the future.Because of those phenomenon above and considering the poor quality of the service provided by the employee, the researcher are moved to conduct a research with a title of "**The Influence of Employees' Performance Towards Passport Applicants' Satisfaction In Immigration Office Class 1 Bandung**".

II.   Literature Reviews

1.1 Employees Performance

Dessler (2015:33) describe that employees performance is a contribution of employees to achieve company goals or continous improvement. Colquitt, LePine and Wesson in Wibowo (2014:2) describes that performance is a value of employees behaviour that giving contribution either positively or negatively onto the achivement of the organization. Wibowo (2014:3) describes that performance is an implementation of a plan which has been arranged. Implementation of performance is conducted by human resources that posses capability, competency, motivation and intention. Robbins (2008:9) describes that employees performance is a result of quantity and quality that has been achieved by an employee on regarding their task and responsibilities.

Dessler (2015:339) defines several employees performance indicators, which is:
1. Communication (verbal and non-verbal) Delivering information and idea effectively with verbal or non-verbal, listening carefully and finds clarification to ensure understanding.
2. Job understanding / personal effectivity Showing understanding and skills required for working effectively. Understand work expectancy and taking action with responsibilities on its field.
3. TeamworksMaintains harmony of relationship with teammates and co-workers. Adapt for priority and needs changes. Sharing information and resources with other to creates positive working relationship and collaboration.
4. Performance achievement Complete task and duty thoroughly, accurate, and on time to achieve expected result. Paying attention to detail of achievement.
5. Initiatives / commitment Showing self responsibilities when performing given task. Conduct work as planned before.

2.2 Customer Satisfaction

Kotler (2013:150) describe that consumer satisfaction is a sad or happy expression from someone that emerge because of comparing perceived performance with their expectancy. Ziethmal as restated by Hamdani (2008:192) defines customer's satisfaction as a perception of customer toward product or service quality. Several indicator that defines customer satisfaction is explained by Kotler (2013:154) as follow:
1. Tangible, is an ability of a company to show its existence to external parties. Physical appearance and dependable capability of a company is a prove that company is tangible on delivering their product and services. This include physical facilities like building, warehouse, supplies, equipment, technologies and its employees.
2. Reliable, is an ability of a company to provide services as promised accurately. Performance must correlate with customer expectancy, which includes standarized services, ontime deliveries, zero defects and symphatic attitude.

3. Resposiveness is a decision to provide a quick and accurate respond to the consumer with a clear deliveries of information.
4. Assurance, is an knowledge, hospitality and employees capability to grow a customer's confidence towards the company. This includes several element such as communication, credibility, safety, competency and hospitality.
5. Emphaty, is a willingness to give an attention to specific individual with an intention to understand consumer's wants. A company is supposed to have understanding and insight of the consumer, understanding their needs specifically and also has a convenient operating time for consumer.

III.   Methodology

This research is being conducted using descriptive and verificative research method. Variable involved is Employees performance as independent variable and passport applicant's satisfaction as dependent variable. Population in this research is all passport applicant on class-one immigration office in Bandung with a scope of 150 passport applicants as research sample.

IV.   Result and Discussion
4.1 Employees performance toward passport applicant's satisfaction

After the questionnaires that consist of several option of an evaluation from applicant's satisfaction is being distributed to the sampling, we received a responses as being showed at Table 2 below.

Table2. Offline employees performance

Question	Applicant's Answer						
	Very Bad	Bad	Fairly Good	Good	Very Good	Total	Score
1	0	0	64	36	0	100	336
2	0	1	67	32	0	100	327
3	0	3	56	41	0	100	338
4	1	13	53	33	0	100	318
5	0	0	44	56	0	100	356
6	0	8	67	25	0	100	317
7	0	14	67	19	0	100	305
8	0	15	62	19	4	100	282
9	1	24	40	31	4	100	309
10	1	38	35	22	4	100	290
11	1	18	34	26	3	100	280
12	1	29	30	19	3	100	322
13	5	22	35	20	0	100	325
Total score							4105

The data above thus converted into a continuum line of offline employees performance on Fig. 1 below:
4105

| Very bad	Bad	Fairly good	Good	Very good
1300	2340	3380	4420	5460	6500
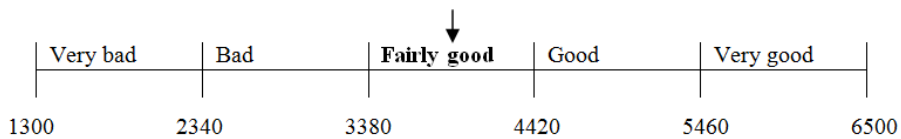
Figure 1. Continuum line of offline employees performance

Based on Table 2, we will be able to see the whole weight of the score of applicant's responses is 4105, which fall between a range of 3380 – 4420 that is in a fairly good zone. Hence, we can pull a conclusion that offline employees performance on class-one immigration office in Bandung is fairly good. After that data is being analyzed, we then proceed to compare it with the offline passport applicant's satisfaction as being listed on Table 3 below.

Table3. Offline passport applicant's satisfaction

Question	Applicant's Answer					Total	Score
	Very Bad	Bad	Fairly Good	Good	Very Good		
1	1	23	50	26	0	100	301
2	1	26	39	34	0	100	306
3	3	43	36	18	0	100	296
4	2	29	52	17	0	100	284
5	0	18	46	36	0	100	318
6	1	44	26	25	4	100	287
7	1	5	78	16	0	100	309
8	2	7	61	30	0	100	319
9	3	44	23	30	0	100	280
10	3	0	60	37	0	100	328
11	0	0	38	46	16	100	378
12	3	38	35	12	12	100	292
13	0	8	4	78	10	100	390
14	0	0	38	46	16	100	378
Total score							**4466**

The data above thus converted into a continuum line of offline passport applicant's satisfaction on Fig. 2 below:
**4466**
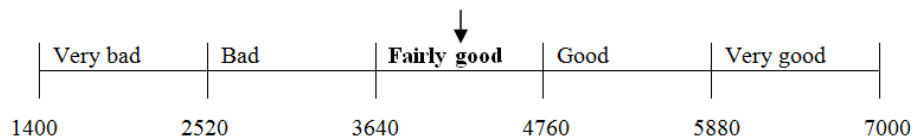
Figure 2. Continuum line of offline passport applicant's satisfaction

Based on Fig. 2 above, we can conclude that the total weight of offline passport applicant's score is fall in fairly good zone. Hence, we can pull a conclusion that offline passport applicant's satisfaction toward offline services on class-one immigration office in Bandung is fairly good. Beside of offline services provided by class-one immigration office in Bandung, we also observe the online services and implement the same treatmen as offline services in order to obtain a full exposure about employees performance and customer satisfaction on class-one immigration office in Bandung.

Table 4. Online employees performance

Question	Applicant's Answer					Total	Score
	Very Bad	Bad	Fairly Good	Good	Very Good		
1	0	0	27	23	0	50	256
2	0	0	16	34	0	50	184
3	0	1	26	23	0	50	172
4	0	1	25	24	0	50	173
5	0	0	29	21	0	50	171
6	0	0	20	30	0	50	180
7	0	8	25	17	0	50	159
8	0	2	29	19	0	50	167
9	0	2	18	30	0	50	178
10	0	20	16	14	0	50	144
11	12	1	21	16	0	50	141
12	0	0	23	27	0	50	177
13	0	13	15	22	0	50	159
Total score							**2261**

The data above thus converted into a continuum line of online employees performance on Fig. 3 below:
**2261**
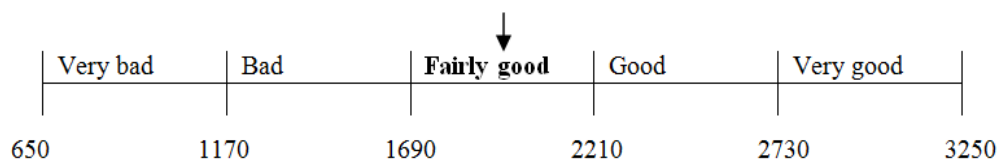
Figure3. Continuum line of online employees performance

Based on Table 4, we will be able to see the whole weight of the score of applicant's responses is 2261, which fall between a range of 1690 – 2210 that is in a fairly good zone. Hence, we can pull a conclusion that online employees performance on class-one immigration office in Bandung is fairly good. After that data is being analyzed, we then proceed to compare it with the online passport applicant's satisfaction as being listed on Table 5 below.

Table 5. Online passport applicant's satisfaction

Question	Applicant's Answer						
	Very Bad	Bad	Fairly Good	Good	Very Good	Total	Score
1	0	1	22	27	0	50	176
2	0	2	30	18	0	50	166
3	0	23	8	19	0	50	146
4	0	21	7	22	1	50	132
5	0	9	4	36	1	50	179
6	0	16	11	22	0	50	158
7	0	1	27	22	0	50	171
8	0	2	12	36	0	50	184
9	0	9	5	36	0	50	177
10	0	0	16	34	0	50	18
11	0	9	4	36	1	50	179
12	1	27	4	13	5	50	144
13	0	0	8	42	0	50	150
14	0	2	12	36	0	50	184
Total score							**2164**

The data above thus converted into a continuum line of online passport applicant's satisfaction on Fig. 2 below:
2164
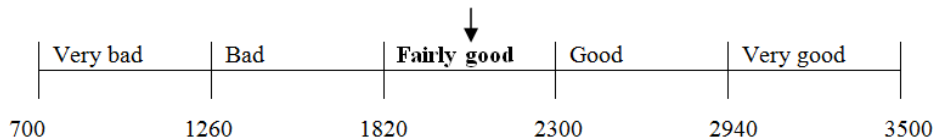
Figure4. Continuum line of online passport applicant's satisfaction

Based on Fig. 2 above, we can conclude that the total weight of online passport applicant's satisfaction score is fall in fairly good zone. Hence, we can pull a conclusion that online passport applicant's satisfaction toward online services on class-one immigration office in Bandung is fairly good.

4.2 Regression Analysis

Simple linear regression analysis is a form of analysis that based on a causal or functional relationship between independent variable and dependent variabe. This analysis will examine the influence of employees performances toward passport applicant's satisfaction.

Table 6. Simple regression analysis result

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	**4,907**	3,127		1,570	,120
	Employees perf.	**,981**	,078	,787	12,619	,000

Dependent Variable: Passport applicant's satisfaction
Source : SPSS 21, 2016

From the data on the table above, we concludes that:
1. A constant of 4,907 are equal to positive constant. This mean if an employees performance has a zero value, the applicant's satisfaction has a value of 4,907.
2. Regression analysis for employees performance has a value of 0,981 which means it also has a positive value, this shows a relationship in the same direction between employees performance and passport applicant's satisfaction. In other hand, an increase of 1 point of value in employees performance, will raise the applicant's satisfaction for about 0,981 which also works in the opposite way.

4.3 Correlation Analysis

Table 7. Correlation test analysis

Model Summary				
Model	**R**	R Square	Adjusted R Square	Std. Error of the Estimate
1	**,787ᵃ**	,619	,615	4,79325

1. Predictors: (Constant), Employees performance
2. Dependent Variabel : Passport applicant's satisfaction

Source : SPSS 21, 2016

Based on table 7 above, we are able to see that the correlation coefficient of R is 0,787 which means there is a strong relations between employees performance and passport applicant's satisfaction in class-one immigration office in Bandung. This also means that an increase in employees performance will simultaneously increase the passport applicant's satisfaction. To quantified the correlation itself, the number can be interpreted as follows:

Table 8. Interpretation of correlation coefficient

Coefficient interval	Degree of correlation
0,00 – 0,19	Very weak
0,20 – 0,39	Weak
0,40 – 0,59	Moderate
0,60 – 0,79	**Strong**
0,80 – 1,00	Very Strong

Source : Sugiyono (2011:231)

Based on the table above, the correlation coefficient between employees performance and passport applicant's satisfaction with a score of 0,787 is fall on a strong correlation zone.

4.4 Determination analysis

Determination analysis is a square of correlation score (R^2). This analysis is used to figures out how much of contribution does an employees performance toward passport applicant's satisfaction in a percentage.

Table 9. Determination coefficient test

Model Summary				
Model	R	**R Square**	Adjusted R Square	Std. Error of the Estimate
1	,787ᵃ	**,619**	,615	4,79325

1. Predictors: (Constant), Employees performance
2. Dependent Variabel : Passport applicant's satisfaction

Source : SPSS 21, 2016

From the table above, the R^2 score is 0,619 which after being multiplied by 100% (converted into percentage), a contribution or influence of employees performance toward passport applicant's satisfaction is 61,9%, and the rest of 38,1% is being influenced by other unobserved factors.

V. Conclusion

Based on the result and discussion on the previous chapters, we have a conclusion that:
1. Employees performance of class-one immigration office in Bandung are classified as "fairly good". Which also mean the performance is still not optimal thus requires more improvement.
2. Passport applicant's satisfaction in class-one immigration office in Bandung are classified as "fairly good", which means the passport applicant is still not achieve the satisfaction that they expect.
3. Based on analysis, there is a strong correlation between employees performance toward passport applicant's satisfaction in class-one immigration office in Bandung.This also mean the increase in employees performance will also have the same positive impact on passport applicant's satisfaction.

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