

THE EFFECT OF SERVICE QUALITY, MANAGEMENT INFORMATION SYSTEM AND PASSPORT ADMINISTRATION RATES ON PUBLIC SATISFACTION WITH EDUCATION AS AN INTERVENING VARIABLE IN THE TASK AREA OF CLASS II IMMIGRATION OFFICE TANJUNG BALAI KARIMUN

Khaidir KHAIDIR¹, I Wayan CATRAYASA², Ngaliman NGALIMAN³

¹Postgraduate Student, Faculty of Economics and Business, Batam University, Indonesia

^{2,3}Faculty of Economics and Business, Batam University, Indonesia

Corresponding author: Khaidir

E-mail: nurlinakiranti10@gmail.com

Volume: 5

Number: 3

Page: 889 - 900

Article History:

Received: 2024-03-15

Revised: 2024-04-12

Accepted: 2024-05-25

Abstract:

Information was found regarding complaints regarding slow operational access to online services, tariff provisions that must be paid, and the need to receive education about M-Paspor, Eazy and other online systems. Using a quantitative approach, this study concludes that service quality, passport processing fees, and public education significantly impact public satisfaction. Meanwhile, the management information system has no significant direct effect on public satisfaction, and service quality has no significant direct effect on public education. Then, the management information system and passport processing fees have a significant direct influence on public education. Furthermore, public education cannot intervene in the influence of service quality and management information systems on public satisfaction. However, it can intervene in the influence of passport processing fees on public satisfaction as a partial mediation (intervening) variable. It is recommended to the Head of the Class II Tanjung Balai Karimun Immigration Office to optimize the implementation of education to the public regarding the service system and tariffs and strive to improve the quality of service and the effectiveness of implementing the management information system related to passport processing.

Keywords: Service Quality, Sim, Tariffs, Community Satisfaction, Education

INTRODUCTION

In increasing community satisfaction, the Class II Tanjung Balai Karimun Immigration Office (Tj. Balai Karimun Immigration) is committed to improving service quality, including by implementing a Management Information System (SIM) through application system-based information technology, providing education to the public regarding policies. The latest is applicable in the field of immigration and others. Information was found in data from the service suggestion box and other channels that several people claimed to be dissatisfied with TJ Immigration services. Karimun Hall, regarding the slow operational access to online services and the number of costs (tariffs) that must be paid, some even complained that they had yet to receive socialization/education regarding M-Paspor, Eazy and other online systems. Then, the law's mandate and other regulations require public service providers to conduct regular evaluations of the performance of implementers within the organization. It means that even though presenting a complaint to the TJ Immigration service. Karimun Hall is categorized as having a minimal presentation, and it is still necessary to carry out a study to improve service quality and increase community satisfaction. The discussion in the research will be addressed and focused on the independent variables, namely Service Quality (X1), Management Information System (X2) and



Passport Processing Rates (X3). The dependent variable is Community Satisfaction (Y), and the intervening variable is Community Education (Z).

Community Satisfaction. Fahlefi (2021). Says that "public satisfaction) is the position of consumer desires after comparing the suitability or difference between client prospects and incoming perceptions/services." Meanwhile, Tarigan (2022) states that "community satisfaction is the difference between expectations and service delivery from perceived performance. In line with that statement." Roberto et al. (2019). "community satisfaction is a feeling of the difference between expectations and service delivery from performance."

Meanwhile, Widagdo et al. (2020) say, "Community satisfaction is the level of community emotion regarding the quality of service felt or experienced." It can be concluded that community satisfaction is the condition the community feels by comparing the suitability or discrepancy between the expectations of the service they feel. Indicators of community satisfaction in this research refer to the attachment to Minister of Administrative and Bureaucratic Reform Regulation Number 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys for Public Service Providing Units (Permen PANRB/14/2017/PSKMUPPP), namely: 1) requirements; 2) mechanisms and procedures; 3) time and rates; 4) product service type specifications; 5) competence, complaint handling and infrastructure.

Service Quality. Atmaja. (2018) "service quality is a company's effort to meet consumer expectations." Meanwhile, Widiyanto. (2018). "service quality is the extent of a company's ability to provide service benefits following consumer expectations." Mukhlis et al. (2022:22). Service quality is the organization's ability to meet the expectations of service users. Service quality is how an agency can meet community expectations or satisfaction. The service quality indicators in this research refer to Lupiyoadi's opinion of Atmaja. (2018), namely: physical evidence, empathy, reliability, quick response; and guarantee,

Management Information System (MIS). MIS is a collection of interconnected components that receive input and produce output through orderly transformations to achieve a goal. (Rudini, 2024). According to McLeod in Rudini (2024). MIS is "a computer-based system that provides information to multiple users with similar needs." According to Kaleb (2019), MIS is a collection of interrelated elements that form a unit for integrating, processing and storing data. So that it can be used for decision-making, it can be concluded that SIM is a computer system that provides information to many users in the form of periodic reports and ad hoc reports of input and output data and can be used for institutional management analysis and problem-solving processes as well as policy formulation (Utami et al., 2023). The SIM indicators in this research refer to the opinion of Sitorus (2021), namely: 1) availability of information; 2) easy to understand; 3) according to needs; 4) provide correct information; 5) provide correct information, accuracy and consistency

Rates. According to Fitri (2023). Tariffs represent value, effort and responsibility as a form of activity and transaction. According to Widiyanto. (2018). "Price (Tariff) is the value of a product or service that must be paid to get it." Meanwhile, Chaniago (2020) explains that price is the value exchanged for a product or service. The tariff in this study is the total value that must be paid to obtain services in obtaining a passport. The tariff indicators in this research refer to Kotler's opinion in Tanaka & Darmawan (2021), namely tariff affordability, tariff suitability with service quality, tariff competitiveness, tariff suitability with benefits and tariff flexibility,

Education. Education is an action or experience that impacts a person's character, thoughts or physical abilities. Septianto (2020). Meanwhile, according to Taher, Ticoalu, and Oniba in Septianto (2020). Education is an experience that provides learning material that influences habits, attitudes, and knowledge related to the material presented, according to Arifin and Indrawati (2022). In a

broad sense, education is an action or experience that impacts a person's character, thoughts or physical abilities. It is concluded that education in this research is a process of introducing a system to a person or providing lessons to improve the community's abilities, attitudes and behavior through teaching and training efforts (Junus et al., 2023).

According to Sumantri (2019), indicators that can measure education are teaching, education, guidance, training and quality. Referring to this opinion, the education indicator as an intervening variable in this research is concluded to be teaching/education/guidance/training (education) regarding namely: 1) requirements for obtaining services or products; 2) Systems, mechanisms and procedures for obtaining services or products; 3) time and reasonableness of costs/tariffs in obtaining services or products; 4) Specifications of service type; and 5) Service facilities and infrastructure.

Conceptual Framework.

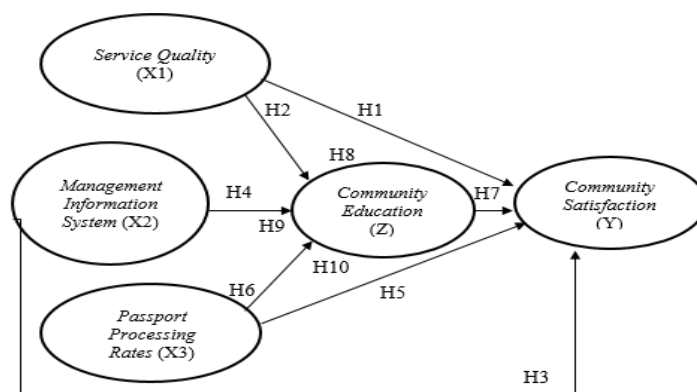


Figure 1. Conceptual Framework

METHODS

Research Design, Location and Time. This quantitative research uses a questionnaire that will be distributed to the community in the Tj Immigration area. Karimun Hall. With implementation time starting from February 2024 to July 2024

Research Variables and Operational Definitions. This research's variables consist of the independent variables, namely, Service Quality (X1), Management Information System (X2) and Passport Processing Rates (X3), the Community Education Intervening variable (Z) and the dependent variable, Community Satisfaction (Y).

Population and Sample. The population in this research is all people aged over 19 years in the Tj Immigration area. Balai Karimun carried out passport processing directly in 2023 or 2024 and has a KTP address in Tanjung Balai Karimun. Moreover, can be contacted via WhatsApp and is willing to fill out a research questionnaire, namely a population of 286. To get a sample that describes the population, use the sampling method using the Slovin formula, which is as follows:

$$n = \frac{N}{1 + (N \times e^2)}$$

Where:

n: Sample size

N: Population

e2: The percentage of sampling error (error rate) still desired.

With a confidence level of 95% and an error rate of 5%, with calculations like the following:



$$n = 286 / [1 + (286 \times (0.05)^2)] = 166.76$$

From the calculations using the Slovin formula above, 166.76 was obtained (rounded to 167 respondents). Then, a survey was conducted among the 167 respondents using a questionnaire containing 75 statements.

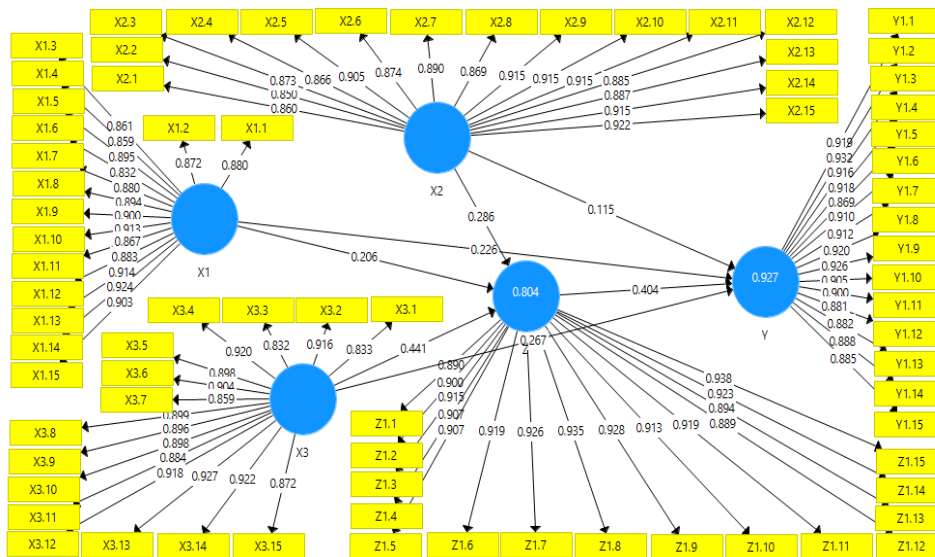
Types, Sources and Collection of Data. Primary data was obtained directly from respondents through observation, interviews and questionnaires, including respondents' responses to service quality, management information systems, passport processing costs, community education and community satisfaction. Meanwhile, secondary data was obtained through literature research and data related to these five variables.

Data Analysis Techniques. The data analysis technique used to test the hypothesis uses PLS (Partial et al.) analysis. It was chosen because it is more straightforward if the results remain accurate. (Duryadi, 2021).

RESULT AND DISCUSSION

Respondent Demographics. Description of the 167 respondents sampled in this research study, which are differentiated by age group, gender, education and position. Based on age group, there are 33.5% aged between 18 and 30 years, 32.9% aged between 31 and 40 years, 22.2% aged between 41 and 50 years and 11.4% aged over 51 years. Based on occupation, 49.7% of respondents had a work background as ASN/P3K, 23.4% were homemakers, 22.8% were private sector, and 4.1% were TNI/Polri. Based on gender, there were 51.5% female respondents and 48.5% male respondents.

Validity and Reliability Test Results.



Source: Primary Data processed, 2024 (Smart PLS Output)

Figure 2. Outer Model Test Results

The picture above shows that all variables have a value of more than 0.7. It means it has met the criteria. (Duryadi, 2021). Then, the results of the Discriminant Validity test, by looking at the cross-loading factor values, can be seen in the following table:



Table 1. Cross Loading Value

	X1	X2	X3	Y	Z
X1.1	.880	.841	.750	.824	.749
X1.10	.913	.816	.772	.824	.804
X1.11	.867	.760	.734	.756	.742
X1.12	.883	.793	.771	.801	.739
X1.13	.914	.820	.812	.818	.758
X1.14	.924	.852	.828	.854	.800
X1.15	.903	.854	.791	.832	.773
X1.2	.872	.812	.722	.781	.712
X1.3	.861	.805	.703	.764	.695
X1.4	.859	.807	.713	.765	.697
X1.5	.895	.794	.752	.788	.706
X1.6	.832	.744	.677	.743	.718
X1.7	.880	.759	.703	.750	.729
X1.8	.894	.798	.777	.802	.752
X1.9	.900	.831	.802	.830	.795
X2.1	.771	.860	.746	.757	.678
X2.10	.818	.915	.797	.849	.826
X2.11	.803	.915	.772	.836	.810
X2.12	.799	.885	.754	.788	.753
X2.13	.836	.887	.835	.828	.795
X2.14	.818	.915	.789	.827	.794
X2.15	.858	.922	.861	.870	.816
X2.2	.734	.850	.745	.748	.680
X2.3	.775	.873	.756	.786	.734
X2.4	.746	.866	.757	.737	.728
X2.5	.850	.905	.793	.794	.747
X2.6	.793	.874	.769	.769	.745
X2.7	.845	.890	.804	.817	.791
X2.8	.846	.869	.797	.832	.811
X2.9	.848	.915	.829	.846	.793
X3.1	.683	.740	.833	.718	.724
X3.10	.849	.864	.898	.891	.829
X3.11	.730	.773	.884	.805	.728
X3.12	.808	.811	.918	.850	.772
X3.13	.824	.822	.927	.866	.818
X3.14	.769	.774	.922	.817	.798
X3.15	.729	.758	.872	.770	.783
X3.2	.793	.836	.916	.848	.803
X3.3	.664	.692	.832	.706	.714
X3.4	.769	.805	.920	.827	.787
X3.5	.711	.731	.898	.800	.770
X3.6	.805	.837	.904	.861	.807
X3.7	.734	.810	.859	.842	.780
X3.8	.735	.765	.899	.801	.751
X3.9	.780	.809	.896	.796	.758
Y1.1	.834	.851	.860	.919	.844
Source: Primary Data processed, 2024 (Smart PLS Output)					
	X1	X2	X3	Y	Z
Y1.10	.822	.806	.830	.905	.854





Y1.11	.814	.820	.792	.900	.834
Y1.12	.798	.803	.757	.881	.827
Y1.13	.811	.818	.778	.882	.818
Y1.14	.769	.791	.773	.888	.811
Y1.15	.797	.825	.785	.885	.797
Y1.2	.838	.852	.863	.932	.842
Y1.3	.821	.829	.856	.916	.827
Y1.4	.842	.852	.870	.918	.833
Y1.5	.780	.760	.831	.869	.828
Y1.6	.796	.797	.842	.910	.857
Y1.7	.831	.840	.865	.912	.854
Y1.8	.827	.835	.862	.920	.873
Y1.9	.820	.822	.820	.926	.870
Z1.1	.750	.710	.771	.791	.890
Z1.10	.769	.768	.795	.855	.913
Z1.11	.767	.772	.811	.854	.919
Z1.12	.755	.773	.748	.820	.889
Z1.13	.730	.756	.734	.821	.894
Z1.14	.783	.833	.810	.866	.923
Z1.15	.803	.835	.786	.871	.938
Z1.2	.729	.724	.782	.811	.900
Z1.3	.823	.835	.825	.865	.915
Z1.4	.759	.801	.812	.830	.907
Z1.5	.726	.754	.796	.824	.907
Z1.6	.756	.802	.850	.850	.919
Z1.7	.799	.828	.792	.877	.926
Z1.8	.818	.829	.821	.885	.935
Z1.9	.765	.802	.779	.872	.928

Source: Primary Data processed, 2024 (Smart PLS Output)

It was shown that the loading value for the intended construct was more significant than the other values , and the standard value for each construct was more than 0.7. This means that the manifest variables in this research are valid and can explain the latent variables (Duryadi, 2021). The Composite Reliability test output results can be seen in the following table:

Table 2. Construct Reliability and Validity

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
X1	0.980	0.981	0.982	0.784
X2	0.981	0.982	0.983	0.792
X3	0.982	0.982	0.983	0.796
Y	0.984	0.984	0.985	0.818
Z	0.986	0.986	0.987	0.835

Source: Primary Data processed, 2024 (Smart PLS Output)

It was shown that Cronbach's Alpha and composite reliability values were above 0.7, and AVE was more than 0.5. So, it is concluded that all the variables tested are valid and reliable, so structural model testing can be carried out. (Duryadi, 2021)

Results of Inferential Analysis with Structural Models (Inner Models).



This open-access article is distributed under a Creative Commons Attribution (CC-BY-NC) 4.0 license



Table 3. R Squares

	R Square	R Square Adjusted
Education (Z)	0.927	0.925
Community Satisfaction (Y)	0.804	0.800

Source: Primary Data processed, 2024 (Smart PLS Output)

It is shown that the R Square value of education is 0.925, meaning that the endogenous variable education is 92.5% influenced by service quality variables, management information systems and passport processing fees, while other factors influence 7.5%. The R-Square value of community satisfaction is 0.800, meaning that the endogenous variable of community satisfaction is 80% influenced by the exogenous variables of service quality, management information system and passport processing fees, while other factors influence 20%.

Table 4. Model Fit/Goodness of Model (NFI Value)

	Saturated Model	Estimated Model
SRMR	0.045	0.045
d_ULS	5.644	5.644
d_G	17.626	17.626
Chi-Square	10316.000	10316.000
NFI	0.631	0.631

Source: Primary Data processed, 2024 (Smart PLS Output)

This data shows that the NFI value is 0.631 or 63.5%, close to 0.67 or 67%, so it can be concluded that the model's goodness is decisive. So, after going through the conditions above, it can be concluded that the model can be continued with the next test, namely hypothesis testing (Paramitha et al., 2024). According to Duryadi (2021). If the correlation coefficient value of the variable The results of the Path Coefficient test with Bootstrapping can be seen in the following table:

Table 5. Path Coefficient (Path Coefficient)

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
X1 -> Y	0.226	0.220	0.073	3.087	0.002
X1 -> Z	0.206	0.223	0.124	1.660	0.098
X2 -> Y	0.115	0.115	0.097	1.188	0.235
X2 -> Z	0.286	0.281	0.145	1.971	0.049
X3 -> Y	0.267	0.267	0.084	3.171	0.002
X3 -> Z	0.441	0.429	0.108	4.084	0.000
Z -> Y	0.404	0.410	0.110	3.673	0.000

Source: Primary Data processed, 2024 (Smart PLS Output)

From the data above, it is obtained that all original sample values are positive. The influence value of Education (Z) on Community Satisfaction (Y) is 0.404. The influence value of Service Quality (X1) on Education (Z) is 0.206. The influence value of Service Quality (X1) on Community Satisfaction (Y) is 0.266. The influence value of SIM (X2) on education (Z) is 0.286. The influence value of SIM (X2) on Community Satisfaction (Y) is 0.115. The value of the influence of tariffs (X3) on education (Z) is 0.441. The value of the influence of Tariffs (X3) on Community Satisfaction (Y) is 0.267.



Table 6. Specific Indirect Effects

	<i>Original Sample (O)</i>	<i>Sample Mean (M)</i>	<i>Standard Deviation (STDEV)</i>	<i>T Statistics (O/STDEV)</i>	<i>P Values</i>
X1 -> Z -> Y	0.083	0.090	0.055	1.501	0.134
X2 -> Z -> Y	0.115	0.118	0.074	1.566	0.118
X3 -> Z -> Y	0.178	0.175	0.062	2.867	0.004

Source: Primary Data processed, 2024 (Smart PLS Output)

From the data above, it is shown that all the original sample values are positive. The influence value of Service Quality (X1) in Educational Intervening (Z) on Community Satisfaction (Y) is 0.083. The influence value of Management Information Systems (X2) in Educational Intervening (Z) on Community Satisfaction (Y) is 0.115. The value of the influence of Passport Processing Fees (X3) in Intervening Education (Z) on Community Satisfaction (Y) is 0.178. Then, the next step in the discussion chapter is carried out. Namely, the hypothesis will be proved and discussed by comparing the statistical T and P values.

Direct Relationship of Service Quality to Community Satisfaction. The correlation coefficient value of service quality directly to job satisfaction has a T-statistic value of 3.087 and a P-value of 0.002. With a T-statistic value of 3.087, it means more than (>1.96), and a P-value value of 0.002 means less than (<0.05), then it is significant. Thus, H_0 is rejected, and H_1 is accepted.

It was concluded that service quality significantly influenced community satisfaction in the area assigned to the Class II Tanjung Balai Karimun Immigration Office. This research's findings align with those of several previous researchers, including Mukhlis et al. (2022), who concluded that service quality significantly affects community satisfaction.

The Direct Relationship of Service Quality to Public Education. The correlation coefficient value of service quality directly relates to job satisfaction with a T-statistic value of 1.660 and a P-value of 0.000. With a statistical T value of 1.660, meaning less than (<1.96), and a P-value value of 0.098, meaning more than (>0.05), it is not significant. Thus, H_0 is accepted, and H_1 is rejected. It was concluded that service quality did not directly affect public education in the Tj Immigration area. Karimun Hall.

Direct Relationship of Management Information Systems to Community Satisfaction. The correlation coefficient value of the Management Information System directly on community satisfaction has a T-statistic value of 1.188 and a P-value value of 0.235. With a T-statistic value of 1.188, meaning less than (<1.96), and a P-value value of 0.235, meaning more than (>0.05), it is not significant. Thus, H_0 is accepted, and H_1 is rejected. It was concluded that the management information system had no significant direct effect on community satisfaction in the Tj Immigration area. Karimun Hall.

The Relationship of Management Information Systems Directly to Public Education. The correlation coefficient value of Management Information Systems directly towards public education has a T-statistic value of 1.971 and a P-value value of 0.049. With a T-statistic value of 1.971, it means more than (>1.96), and a P-value value of 0.049 means less than (<0.05), then it is significant. Thus, H_0 is rejected, and H_1 is accepted. It was concluded that the management information system significantly influenced public education in the Tj Immigration area. Karimun Hall.

Direct Relationship of Passport Processing Fees to Community Satisfaction. The correlation coefficient value of Passport Processing Rates directly on community satisfaction with a T-statistic value of 3.171 and a P-value of 0.002. With a T-statistical value of 3.171, it means more than (<1.96),



and a P-value value of 0.002 means less than ($>0, 05$), then it is significant. Thus, H_0 is rejected, and H_1 is accepted.

It was concluded that passport processing fees significantly directly affected community satisfaction in the Tj Immigration area, Karimun Hall. This research's findings align with those of several previous researchers, including Kurniawati et al. (2019), which concludes that tariffs/prices significantly affect public satisfaction.

The Relationship between Passport Processing Fees Directly and Public Education. The correlation coefficient value of Passport Processing Rates is directly related to public education, with a T-statistic value of 4.084 and a P-value of 0.000. With a T-statistical value of 4.084, it means more than (>1.96), and a P-value value of 0.000 means less than (< 0.05), then it is significant. Thus, H_0 is rejected, and H_1 is accepted. It was concluded that the passport processing fee significantly influenced public education in the Tj Immigration area. Karimun Hall

The Direct Relationship of Education to Community Satisfaction. The correlation coefficient value of Passport public education directly affects community satisfaction with a T-statistic value of 3.673 and a P-value of 0.000. With a T-statistical value of 3.673, it means more than (>1.96) and a P-value value of 0.000 means less than ($<0, 05$), then it is significant. Thus, H_0 is rejected, and H_1 is accepted.

It was concluded that public education significantly affected community satisfaction in the Tj Immigration area. Karimun Hall. This research's findings align with several previous researchers, including Djalante and Asniwati (2022). Education (education) has a partial effect on community satisfaction.

The Relationship of Community Education in Intervening on the Influence of Service Quality on Community Satisfaction. The value of service quality on community satisfaction through community education interventions with a T statistic of 1.501 and a P-value of 0.134. With a T-statistic of 1.501, meaning less than (<1.96), and a P-Value value of 0.134, meaning more than (>0.05), it is not significant. Thus, H_0 is accepted, and H_1 is rejected. It was concluded that community education could not significantly influence service quality's influence on community satisfaction in the Tj Immigration area. Karimun Hall.

The Relationship of Community Education in Intervening on the Influence of Management Information Systems on Community Satisfaction. The value of the management information system on community satisfaction through community education interventions with a T statistic of 1.566 and a P-value of 0.118. With a T-statistic of 1.566, meaning less than (<1.96), and a P-value value of 0.118, meaning more than (>0.05), it is not significant. Thus, H_0 is accepted, and H_1 is rejected. It was concluded that community education could not significantly intervene in the influence of management information systems on community satisfaction in the Tj Immigration area. Karimun Hall.

The Relationship of Community Education in Intervening on the Effect of Passport Processing Fees on Community Satisfaction. In the fifth hypothesis, it is concluded that passport processing fees directly influence public satisfaction. Meanwhile, the value of passport processing fees on community satisfaction through community education interventions with a T statistic of 2.867 and a P-value of 0.004. With a T-statistic of 2.867, meaning more than (>1.96), and a P-value value of 0.004, meaning less than (<0.05), it is significant. Thus, H_0 is rejected, and H_1 is accepted. It was concluded that public education significantly influenced the influence of passport processing fees on public satisfaction in the Tj Immigration area. Balai Karimun, as a partial intervening variable (partial mediation/intervening).

CONCLUSION

1. Service quality has a significant direct effect on community satisfaction in the area assigned to the Class II Tanjung Balai Karimun Immigration Office (Tj. Balai Karimun Immigration)
2. Service quality does not have a significant direct effect on public education in the Tj Immigration area. Karimun Hall
3. The management information system does not directly affect community satisfaction in the Tj Immigration area. Karimun Hall.
4. The management information system has a significant direct influence on public education in the Tj Immigration area. Karimun Hall
5. Passport processing fees significantly directly affect community satisfaction in the Tj Immigration area. Karimun Hall.
6. Passport processing fees significantly directly affect public education in the Tj Immigration area. Karimun Hall
7. Public education significantly directly affects community satisfaction in the Tj Immigration area. Karimun Hall
8. Public education cannot significantly intervene in the influence of service quality on community satisfaction in the Tj Immigration area. Karimun Hall
9. Community education cannot significantly intervene in the influence of management information systems on community satisfaction in the Tj Immigration area. Karimun Hall
10. Public education can significantly influence the influence of passport processing fees on community satisfaction in the Tj Immigration area. Karimun Hall is a partial intervening variable (partial mediation/intervening).

Suggestions. Based on the conclusions of this research, in order to increase public satisfaction with the provision of services, it is recommended to the Head of the Class II Tanjung Balai Karimun Immigration Office to:

1. Conditions for maintaining optimal service quality related to physical evidence of service infrastructure, empathy and reliability of service personnel, speed in handling customer complaints, attitude and knowledge of service personnel
2. Optimizing the provision of management information systems in the form of information availability, ease of understanding, suitability to needs, provision of correct and accurate information and consistent use of existing information
3. Create a program to increase public understanding regarding passport processing fees in the form of price affordability, price match with product quality, price competitiveness, price match with benefits, price flexibility and condition budget availability to educate the public
4. Optimize the implementation of education to the public regarding service systems and tariffs and strive to improve service quality and the effectiveness of implementing management information systems related to passport processing.

REFERENCES

- Atmaja, J. (2018). Kualitas Pelayanan dan Kepuasan Nasabah Terhadap Loyalitas pada Bank BJB. *Jurnal Ecodemica*, 2(1), 49-63.
- Arifin, Z., & Indrawati, S. T. (2022). Pengembangan Waduk Gunung Rowo di Balangan Sitaluhur Kabupaten Pati dengan Pendekatan Edukasi Aquaculture (Doctoral dissertation, Universitas Muhammadiyah Surakarta).



- Chaniago, H. (2020). Analisis Kualitas Pelayanan, Kualitas Produk, dan Harga pada Loyalitas Konsumen Nano Store. *International Journal Administration, Business and Organization*, 1(2), 2020.
- Djalante, A., & Asniwati, A. (2022). Pengaruh Kualitas Pelayanan, Pendidikan dan Karakteristik Individu Petugas Paramedik Terhadap Kepuasan Masyarakat Pada UPTD Puskesmas. *The Manusagre Journal*, 1(1), 40-54.
- Duryadi. (2021). *Metode Penelitian Empiris Model Path Analisis Menggunakan Smart*. Penerbit Yayasan Prima Agus Teknik dan Universitas STEKOM, Semarang.
- Fahlefi, W. (2021). Pengaruh Kualitas Pelayanan Publik Terhadap Kepuasan Masyarakat pada Bidang Pelayanan Penempatan Tenaga Kerja di Dinas Tenaga Kerja dan Transmigrasi Kabupaten Kabupaten Bantul Daerah Istimewa Yogyakarta. *Jurnal Bisnis, Manajemen, dan Akuntansi*, 8(2), 135-151.
- Fitri, M. H. A. Y. E. (2023). Pengaruh Tarif dan Kualitas Pelayanan Terhadap Kepuasan pasien Rawat Inap di Rumah Sakit Tk. II dr. AK. Gani Palembang. *Jurnal Kesehatan*, 11(3).
- Junus, A. D. P., Tjptoherijanto, P., Sobari, N., & Subroto, A. (2023). The Developing Global Employability Competencies of Indonesian Seafarers for Enhanced End-User Acceptance through Brand Experiences. *International Journal of Social Science and Business*, 7(3), 783-792. <https://doi.org/10.23887/ijssb.v7i3.72904>
- Kaleb, Bryan J., Lengkong, V. P. K., Taroreh, R. N. (2019). Penerapan Sistem Informasi Manajemen dan Pengawasannya di Kantor Pelayanan Pajak Pratama Manado. *Jurnal Emba*, 7(1), 781 - 790.
- Kurniawati, W. D., Muchsin, S., & Suyeno, S. (2019). Pengaruh Kualitas Pelayanan, Efisiensi dan Harga Transportasi Berbasis Online Go-Jek Terhadap Kepuasan Masyarakat (Studi Kasus Pada Masyarakat Malang Raya). *Respon Publik*, 13(4), 87-98.
- Mukhlis, M., Tui, S., & Iqbal, A. R. (2022). Pengaruh Kualitas Pelayanan dan Kinerja Pegawai Terhadap Kepuasan Masyarakat Pada Kantor Lurah Cikoro. *Master of Management Journal*, 3(1), 21-28.
- Paramitha, N. L. M. A., Indiani, N. L. P., & Yasa, P. N. S. (2024). The Role of Job Satisfaction as a Mediator of Work Discipline and Organizational Climate on Employee Performance. *International Journal of Environmental, Sustainability, and Social Science*, 5(4), 726-743.
- Peraturan Menteri PANRB Nomor 14 Tahun 2017 Tentang Pedoman Penyusunan Survei Kepuasan Masyarakat Unit Penyelenggara Pelayanan Publik
- Roberto, A., Kadir, A., & Angelia, N. (2019). Analisis Kepuasan Masyarakat Dalam Pelayanan Kepala Desa Medan Estate Kecamatan Percut Sei Tuan. *Jurnal Ilmu Pemerintahan, Administrasi Publik, dan Ilmu Komunikasi (JIPIKOM)*, 1(1), 35-41.
- Rudini, A. (2024). *Sistem Informasi Manajemen*. CV. AZKA PUSTAKA.
- Septianto. (2020). Efektifitas Penggunaan Media Pembelajaran Video Interaktif dalam Pemberian Edukasi Terhadap Pasien: Literatur Review (Doctoral dissertation, Universitas Muhammadiyah Semarang).
- Sitorus, E. S. (2021). Pengaruh Sistem Informasi Manajemen Terhadap Kinerja Pegawai. *REMIK: Riset dan E-Jurnal Manajemen Informatika Komputer*, 5(2), 313-322.
- Sumantri, P.A.I. (2019). Pengaruh Sosialisasi, Edukasi, dan Strategi Pemasaran Produk Tabungan Emas Terhadap Loyalitas Nasabah dalam Menabung di PT. Pegadaian Syariah Cabang Skip Kota Bengkulu (Studi pada Mahasiswa Fakultas Ekonomi dan Bisnis Islam IAIN Bengkulu) (Doctoral dissertation, IAIN BENGKULU).

- Tanaka, I., & Darmawan, E. D. (2021). Pengaruh Kualitas Pelayanan, Fasilitas dan Tarif Terhadap Kepuasan Pasien Rawat Inap Pada Rumah Sakit Mata Cicendo Bandung. *Jurnal Ilmiah Manajemen, Ekonomi, & Akuntansi (MEA)*, 5(3), 628-642.
- Tarigan, I. R. R., & Ferdian, A. M. (2022). Pengaruh Kualitas Pelayanan dan Biaya Administrasi Terhadap Kepuasan Nasabah Tabungan Faedah Pada BRI Syariah Cabang Banda Aceh. *Jurnal Ilmiah Mahasiswa Ekonomi dan Bisnis Islam*, 3(1), 55-62.
- Utami, W., Setiany, E., Hidayah, N., & Azhar, Z. (2023). The Graphical Information in Sustainability Reports and Corporate Performance: A Southeast Asian Case Study. *JIA (Jurnal Ilmiah Akuntansi)*, 8(2), 607-634. <https://doi.org/10.23887/jia.v8i2.65278>
- Widagdo, J. W., Gunistiyo, G., Indriasih, D., & Prihadi, D. (2020). Tingkat Kepuasan Masyarakat terhadap Pelayanan Kepolisian Resor Brebes. *Performance: Jurnal Personalia, Financial, Operasional, Marketing dan Sistem Informasi*, 27(2), 62-75.
- Widiyanto, G. G. T. (2018). Pengaruh Citra Merek, Kualitas Layanan dan Harga Terhadap Kepuasan Pelanggan Go-Ride (Survei pada Mahasiswa Fakultas Ilmu Administrasi Universitas Brawijaya Angkatan 2016/2017 dan 2017/2018) (Doctoral dissertation, Universitas Brawijaya).