

ABSTRACT

Hana Amanda Yasmin, 1228010086, 2026. "The Performance of Passport Service Employees in the Implementation of the M-Paspor Application at the Class I Immigration Office with Immigration Checkpoint (TPI) Bandung City."

The implementation of the M-Paspor application at the Class I Immigration Office TPI Bandung still faces several challenges, including limited service quotas, system disruptions, and differences in employees' digital competencies in passport service delivery.

This study aims to examine the performance of passport service employees in the implementation of the M-Paspor application at the Class I Immigration Office TPI Bandung City by applying the employee performance theory proposed by Robbins and Judge (2016), which includes the dimensions of work quality, work quantity, timeliness, effectiveness, and employee independence.

The research employed a descriptive method to describe employee performance in the implementation of the M-Paspor application using a qualitative approach. Data were collected through observation, interviews, and documentation, and were analyzed using thematic analysis techniques. Data validity was ensured through source triangulation and technique triangulation.

The results indicate that employee performance in the implementation of the M-Paspor application has been carried out across the dimensions of work quality, work quantity, timeliness, effectiveness, and independence. However, the service process still faces several challenges, including a high volume of passport applications, limited service quotas, application system disruptions, and varying levels of employees' digital competencies. Therefore, efforts are needed to enhance employees' digital skills, strengthen system stability, and adjust service capacity to support better passport service quality.

Keywords: *Employee Performance, M-Paspor, Bandung Immigration Office.*

ABSTRAK

Hana Amanda Yasmin, 1228010086, 2026 “Kinerja Pegawai Pelayanan Paspor pada Penerapan Aplikasi M-Paspor di Kantor Imigrasi Kelas I TPI Kota Bandung.”

Penerapan aplikasi M-Paspor di Kantor Imigrasi Kelas I TPI Kota Bandung masih menghadapi beberapa kendala, seperti keterbatasan kuota layanan, gangguan sistem, perbedaan kemampuan digital pegawai dalam pelaksanaan pelayanan paspor, serta tingginya jumlah permohonan yang memengaruhi kelancaran pelayanan.

Penelitian ini bertujuan untuk mengetahui kinerja pegawai pelayanan paspor pada penerapan aplikasi M-Paspor di Kantor Imigrasi Kelas I TPI Kota Bandung dengan menggunakan teori kinerja pegawai Robbins dan Judge (2016) yang meliputi dimensi kualitas kerja, kuantitas kerja, ketepatan waktu, efektivitas, dan kemandirian pegawai.

Metode yang digunakan dalam penelitian ini adalah metode deskriptif untuk menggambarkan kinerja pegawai dalam penerapan aplikasi M-Paspor dengan pendekatan kualitatif. Sumber data diperoleh melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan teknik analisis tematik. Keabsahan data diuji melalui triangulasi sumber dan triangulasi teknik.

Hasil penelitian menggambarkan bahwa kinerja pegawai dalam penerapan aplikasi M-Paspor telah terlaksana pada aspek kualitas kerja, kuantitas kerja, ketepatan waktu, efektivitas, dan kemandirian. Namun, pelaksanaan pelayanan masih menghadapi kendala berupa tingginya volume permohonan, keterbatasan kuota layanan, gangguan sistem aplikasi, serta perbedaan kemampuan digital pegawai. Oleh karena itu, diperlukan peningkatan kompetensi digital pegawai, penguatan stabilitas sistem, dan penyesuaian kapasitas layanan guna mendukung kualitas pelayanan paspor yang lebih baik.

Kata Kunci: Kinerja Pegawai, M-Paspor, Kantor Imigrasi Bandung