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Kualitas Pelayanan Pembuatan Paspor di Kantor Imigrasi Kelas I Tempat Pemeriksaan Imigrasi (TPI) Samarinda
Quality of Passport Making Service at Immigration Checkpoints (TPI) Samarinda
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ARTICLE INFORMATION	ABSTRACT
Vol. xx, No. xx Page: Published: KEYWORDS	This study aims to identify the quality of passport making services at the Immigration Office Class I Immigration Checkpoint (TPI) Samarinda, and to find out the obstacles faced by the Immigration Office Class I Immigration Checkpoint (TPI) Samarinda in providing services to applicants for passport makers.
Kualitas, Pelayanan, Pembuatan, Paspor, Imigrasi	This research was conducted at the Immigration Office of Class I Immigration Checkpoints (TPI) Samarinda. This type of research is descriptive qualitative. Data collection is done by means of library research and field research with descriptive qualitative analysis. By basing on existing data, the author describes systematically, factually and accurately about the facts, characteristics and relationships between existing phenomena.
CORRESPONDENCE Phone: +6282251233099 E-mail: meykewulandari@gmail.com	The results showed that the quality of passport making services carried out by the Samarinda Class I TPI Immigration Office has been going well, starting from the beginning of the process of implementing passport making services, the officers work quite well and are able to direct passport applicants well but in terms of online registration there are still obstacles such as difficulty entering or difficulty downloading proof of payment to centralised network disruptions that sometimes hamper the process of making passports at the Samarinda Class I TPI Immigration Office, then the facilities and infrastructure are quite good as seen from the available waiting rooms such as chairs, tvs, children's play areas, fairly clean toilets, then mushollahs but there are still shortcomings, especially in the parking area which is inadequate as evidenced by the presence of vehicles parked on the shoulder of the road in front of the Samarinda Class I TPI Immigration Office.

INTRODUCTION
Pemerintah dituntut untuk memberikan pelayanan kepada masyarakat sesuai dengan perkembangan zaman dan daya saing di dunia saat ini. Peran pemerintah sangat vital dalam memberikan kemudahan, termasuk di bidang-bidang penting agar warga negara Indonesia mampu bersaing dengan warga negara dari seluruh dunia. Pemerintah bertugas melindungi masyarakat untuk selalu melakukan peningkatan pelayanan secara menyeluruh, pemerintah mempunyai tugas dan tujuan pengaturan dan pelayanan publik. Peran pemerintah dalam memberikan pelayanan