

**PENGARUH KEMAMPUAN PEGAWAI, KOMUNIKASI INTERNAL
DAN IKLIM ORGANISASI TERHADAP EFEKTIVITAS
PENGAWASAN ORANG ASING
PADA KANTOR IMIGRASI KELAS I KHUSUS
JAKARTA SELATAN**

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Abstrak

Tujuan dari penelitian ini adalah untuk 1) membuktikan dan menjelaskan pengaruh kemampuan pegawai terhadap efektivitas pengawasan orang asing pada Kantor Imigrasi Kelas I Khusus Jakarta Selatan, 2) Untuk membuktikan dan menjelaskan pengaruh komunikasi internal terhadap efektivitas pengawasan orang asing pada Kantor Imigrasi Kelas I Khusus Jakarta Selatan, 3) Untuk membuktikan dan menjelaskan pengaruh iklim organisasi terhadap efektivitas pengawasan orang asing pada Kantor Imigrasi Kelas I Khusus Jakarta Selatan dan 4) untuk membuktikan dan menjelaskan pengaruh kemampuan pegawai, komunikasi internal dan iklim organisasi secara simultan terhadap efektivitas pengawasan orang asing pada Kantor Imigrasi Kelas I Khusus Jakarta Selatan. Penelitian ini menggunakan desain penelitian survei. Populasi dalam penelitian ini adalah seluruh pegawai Bidang Pengawasan dan Penindakan Keimigrasian serta Bidang Lalu Lintas dan Status Keimigrasian pada Kantor Imigrasi Kelas I Khusus Jakarta Selatan yang berjumlah 70 pegawai dan semua anggota populasi dijadikan sampel penelitian. Teknik pengumpulan data primer menggunakan metode kuesioner dan observasi sedangkan teknik analisis data menggunakan analisis statistik deskriptif dan analisis regresi berganda dengan bantuan program SPSS 16.0.

Hasil penelitian menunjukkan Kemampuan pegawai berpengaruh signifikan terhadap efektivitas pengawasan sebesar 0,302, komunikasi internal berpengaruh signifikan terhadap efektivitas pengawasan sebesar 0,223, dan Iklim organisasi berpengaruh signifikan terhadap efektivitas pengawasan sebesar 0,457. Iklim organisasi ($\beta_3 = 0,457$) adalah faktor paling dominan dalam mempengaruhi efektivitas pengawasan.

Variabel yang paling dominan mempengaruhi efektivitas pengawasan orang asing adalah iklim organisasi. Oleh karena itu saran yang perlu disampaikan bahwa Kepala Kantor Imigrasi Kelas I Khusus Jakarta Selatan hendaknya memperhatikan faktor iklim organisasi sebagai prioritas utama dalam meningkatkan efektivitas pengawasan orang asing.

Kata kunci : kemampuan pegawai, komunikasi internal, iklim organisasi, efektivitas pengawasan

EFFECTS OF THE ABILITY OF EMPLOYEES, INTERNAL COMMUNICATIONS, AND ORGANIZATIONAL ATMOSPHERE AGAINST PROPER SERVICES TO ALIEN CUSTOMER AT THE DEDICATED CLASS I IMMIGRATION OFFICE OF SOUTH JAKARTA

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Abstract

The purpose of this study was to reach a well analyzed results on the expectations and behaviors of alien service seekers of the Immigration Office related to the condition and enviroment as well as other relevant factors that may lead to future inefficiency. For this purpose, a study was in depthed with the following broken down aspects :

- 1) Explore the effect of abilities of employees to the effectiveness of supervision on alien customers of the Dedicated Class I Immigration Office of South Jakarta.
- 2) To know the effects of internal communication on the effectiveness of the supervision on alien customer of the same office entity.
- 3) To analyse and explain influences of organizational climate on the effectiveness of the supervision to alien customer at the Dedicated Class I Immigration Office in South Jakarta.

Research design were implemented. The number of population selected were 70, consisting of all available employees spread among Supervision and Legal Immigration Enforcement division, Traffic Affairs, and Immigration Status Division, at the Dedicated Class I Immigration Office in South Jakarta. So saturated sample was chosen. Questionnaires were the main reliable instrument used. SPSS 16.0 were utilized on the analysis, where descriptive statistics and multiple regression were mostly relied.

Results showed that significant effect consisted on the ability of employees with respect to effectiveness of control is 0,302 , internal communications was significantly influence against effectiveness of supervision by 0.223, and organizational climate significantly influence the effectiveness of supervision by 0.457. Organizational climate ($\beta_3 = 0.457$) is the most dominant factor in effectiveness influencing map of supervision.

The most dominant variable affecting the effectiveness. Supervision of alien customer is the organizational climate. Hence the advice needs to be aimed to the betterness of Head of the Dedicated Class 1 Office in South Jakarta. Climate factor is the next dominant one to be considered of the as its priority in improving the effectiveness of surveillance of alien customer.

Keywords: Ability of Employees, Internal Communication, Organizational Climate, the Effectiveness of Supervision