

## **ABSTRACT**

*Globalization is going to encourage the increasing intensity of traffic of people between countries. Issue make amount increasing the demand number of a letter of travel documents such as passports. Class I Immigration Office Bandung as a service provider for a passport stacking number of applicants every day, causing queues. This study aims to determine the performance of the queuing system and the level of services to be provided are in accordance with the Standard Operational Procedures (SOP) in Class I Immigration Office Bandung, 5 minutes.*

*This research is descriptive quantitative. The tools used to process the data that the program Microsoft Excel and POM-QM software with multi-channel model of single phase.*

*The results showed that the system utility factor of 58.33% and a probability of 0 applicants in the system by 12:51%. Each applicant requires 7.68 minutes to complete the service. This proves that the filing counter service passports not in accordance with standard operating procedures.*

**Keywords :** *Queue System, Queue Model, Public Service*