

## **IMPLEMENTATION OF ONLINE PASSPORT MAKING POLICY IN CREATING GOOD GOVERNANCE AT TPI CIREBON CLASS I IMMIGRATION OFFICE**

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### **ABSTRACT**

E-Passport has not achieved its goal of making passport services faster, clearer and more accountable since its launch as a public service. As a result, people have to come back repeatedly to get access to the app. This study investigates the use of e-government at the TPI Cirebon Class I Immigration Office. The aim is to find out how to use "Implementation of the Online Passport Creation policy in creating good governance at the TPI Cirebon Class I Immigration Office" and what efforts are being made by the TPI Cirebon Class I Immigration Office to overcome existing obstacles. This case study uses a qualitative study methodology descriptive. The purposive sampling method was used to select informants. Information was collected through interviews, documentation, and literature and field research. The UNDP theory uses nine components. The research results show that the system for making passports via the internet at the TPI Cirebon Class I Immigration Office has been running well and transparently in improving the quality of government. However, several supporting components are not yet perfect.

**Keywords:** *Policy Implementation, Online Passport, Good Governance, TPI Class I*

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## **INTRODUCTION**

Because of the largest population in the world and its vast territory, Indonesia is committed to improving the welfare of every citizen. Therefore, thanks to today's more open globalization, every country can meet the needs of the global community without knowing the boundaries of space and time. This can enable everyone to easily travel abroad with government documents issued at the immigration office managed by the Directorate General of Immigration, which was established by the Ministry of Law and Human Rights.

According to the Minister of Law and Human Rights Regulation No. 8 of 2014 concerning Ordinary Passports and Travel Documents as Passports, it is stipulated that Immigration must have the ability to carry out its functions and responsibilities as a travel document service provider.

According to Law Number 25 of 2009 concerning Public Services, quality services are important so that people who receive services feel satisfied and expect simple procedures and the ability of employees in a government agency to realize maximum, effective and efficient service quality.

The Directorate General of Immigration has issued a Circular from the Director General of Immigration regarding the Implementation of the Online Registration System for Passport Applications throughout Indonesia. The principles established to regulate the Republic of Indonesia's passport service procedures are stipulated in:

1. Circular Letter Number: IMI-UM.01.01.-4166 of 2017 concerning passport services for the Republic of Indonesia.

2. Minister of Law and Human Rights Regulation No. 8 of 2014 concerning Ordinary Passports and Travel Documents Like Passports.
3. Law Number 25 of 2009 concerning Public Services.

This is intended to make the online registration process for passport issuance applications easier and more routine, and will also help employees carry out tasks related to online registration.

Circular Letter from the Directorate General of Immigration Number IMI-UM.01.01-4166 states that one of the problems most often caused by immigration authorities is the queue for passport applications which takes a long time. To overcome this problem, the Directorate General of Immigration made an innovation in the online passport application queue registration service, which allows applicants to choose when they want to get a passport.

The aim of this research is to find and demonstrate a passport making program via the internet that can improve the services provided by the Kedawung District Class I Immigration Office related to the passport making process.

Policy is always related to implementation. Efforts to implement regulations that apply to society with objectives determined by policy makers are known as policy implementation. Several implementation models are available including implementation theory models.

What is relevant to this research is the implementation model of George C. Edward Edward III (in Subarsono, 2011: 90-92) who views that policy implementation is influenced by four variables, namely:

- a) Communication: Implementors must know what must be done to implement the policy successfully, as well as its goals and objectives.
- b) Resources: Even though the content of the policy is communicated clearly and consistently, policy implementation will not be successful if the implementor does not have the necessary resources to implement it. Implementor capabilities and financial resources can be included in the human resources category.
- c) Disposition: Characteristics of implementers such as loyal, honest and democratic. If implementors have a good disposition, they can carry out policies well in accordance with the wishes of policy makers. However, if the implementer has a different attitude or view from the policy maker, the policy implementation process will also be ineffective.
- d) Bureaucratic structure, which refers to the organizational structure responsible for implementing policies. Structures that are too long cause supervision to be less effective because they damage operational procedures (SOPs) and cause red tape, complex and complicated bureaucratic processes that hinder business operations.

As stated by Kashi Nisjar (1997) and Domai (2001), the rule of law, accountability, transparency, and openness are usually elements of good governance.

However, LAN and BPKP state that good governance is the process of exercising state power, which means providing public goods and services. Good government has "harmony", integrity, professionalism, and high morals and work ethic. For good governance to become a reality and be successful, everyone, including the government and society, must be committed.

Good governance is defined as a profitable and synergistic relationship between the state, the private sector and society (society). This relationship is based on principles such as participation, rule of law, transparency, responsiveness, equality, effectiveness and efficiency, responsibility, and strategic vision (UNDP).

Nevertheless, there are excellent theories of governance.

1. Community Involvement

Experts believe that good governance should involve the community in the decision-making process.

2. Transparency

The main principle of good governance is transparency. To increase public participation, people can do many things, such as monitor the government and take part in elections. State and financial management policies must be published.

3. Accountability

The concept of accountability is very important in good governance. Every action taken by the government must be held publicly accountable. The government must ensure that policies are made in the public interest and do not have a negative impact on society.

4. Goals must be achieved effectively

Which means the government must have the ability to make the right decisions and implement policies well.

5. Responsive

A good government has the ability to deal with societal problems in an appropriate manner.

6. Sustainability

Natural resources and the environment must be managed by the government so that they can be used by the next generation.

7. Justice

The government must prioritize justice when making decisions. Policies should be fair to everyone, not to certain groups.

8. Good Leadership

Good leadership is an important component of good governance. Leaders must be fair, honest, and have the ability to make the right decisions in the public interest.

9. Collaboration:

Cooperation between government, society, and the private sector is also important for good governance. There is the possibility of achieving common goals while increasing the efficiency and effectiveness of resource management.

According to Van Meter and Van Horn in the Journal (Nariyah 2016:55), actions taken by public organizations to achieve certain goals are called public policy implementation.

In the policy process, this stage is very important because it determines the success of a policy process and where policy objectives and impacts can be achieved.

(Sutarjo 2022) Policy implementation is a very important stage in the policy process because policy implementation determines the success of a policy process where policy objectives and impacts can be produced.

## **METHOD**

This study uses a qualitative approach that aims to understand symptoms that do not require quantification. According to Sugiyono (2018:213), qualitative research methods are research methods based on philosophy that are used to research on scientific conditions (experiments) where researchers as instruments, data collection techniques and qualitative analysis emphasize more on meaning. Qualitative research methodology aims to analyze and describe phenomena or research objects through social activities, attitudes and perceptions of people individually or in groups. Qualitative researchers, those involved in this form of inquiry have assumptions about deductive testing of theories, build protection against bias, control alternative or counterfactual explanations, and are able to generalize and replicate findings."

### **A. Research Data Collection Techniques**

According to Sugiyono (2018:224), data collection consists of observation, interviews, and documentation. In this study, the data collection methods used are interviews and documentation.

1. Interview: According to Sugiyono (2018:140), an interview is a conversation conducted by two people, the first of whom asks a question and the second, who is interviewed, gives an answer to the question asked. The study used an unstructured interview method, which meant that the interviewer gave the informant 77 questions, including an introgression of the exchange of information between the subject being studied and the situation, as well as questions that did not fit into a written or more flexible list of questions.
2. Documentation According to Sugiyono (2018:240), documentation is a record of events that occur in the form of images, photographs, sketches, or other formats. It serves as a complement to the user's observation and interview methods.
3. Observation as stated by Denzin in Mulyana (2016:163). Participatory observation is a field strategy that uses introspection, document analysis, interviews, participation, and direct observation simultaneously. Therefore, researchers are directly involved in field research (Napitupulu et al., 2020).

## **RESULTS AND DISCUSSION**

This research shows that the implementation of policies at the Kedawung Class 1 Immigration Office, Cirebon Regency is effective and efficient in realizing Good Governance at the TPI Cirebon Class I Immigration Office. The phenomenon of superior performance can demonstrate this, such as employees who conscientiously provide fair public services to everyone without discrimination based on their race, religion or ethnicity. Additionally, the office has a complaint service for people who wish to complain about employee actions. This service covers various public complaints, one of which is about how the queue is to get a passport.

Therefore, workers and those on vacation use domestic (domestic) and foreign passports. The maximum number that can be made for individual passports is 120 per month. The Cirebon Class 1 Immigration Office is developing new internet-based innovations due to the great enthusiasm of the passport-making community. To improve discipline, employees are required to hold regular roll calls from Monday to Friday.

Class 1 Immigration Officers in Kedawung Regency, Cirebon Regency act in accordance with applicable principles, standards and ethics when carrying out their duties. They are also able to complete tasks well according to their skills and expertise in their field. Apart from that, employees already have the ability to complete tasks on time. Even in the case of unpredictable field problems or violations that hinder task completion, the job is still done well. Because work in this office is sometimes within the set deadline, but sometimes unpredictable, Kedawung Class 1 Immigration Officers have time flexibility to complete their duties.

Immigration employees must comply with office rules and regulations. Better performance, better tasks and faster change processes come with higher professionalism in the workplace.

As a result, employees complete work in a consistent and clear manner. The leader of the Cirebon Class 1 Immigration Office really pays attention to the behavior, ethics and enthusiasm of his employees. This means that each employee must provide a duty report to their superior after completing a public service assignment. This is done so that superiors can see their employees' work well and monitor them well.

The leader of the Kedawung Class 1 Immigration Office, Cirebon Regency, is an inspiration for his staff. Leaders comply with all regulations of the Kedawung Class 1 Immigration Office, Cirebon Regency and always act fairly to their subordinates. However, he realized that there were still employees who lacked experience in carrying out their duties in the field. Leaders must always work together with their subordinates because it will be difficult for an organization or company to achieve its goals if they do not have a good spirit of cooperation.

## **CONCLUSION**

Based on the results of research and observations, researchers found several problems in the research entitled "Implementation of the Online Passport Making Policy in Creating Good Governance in the Class I Immigration Office, Kedawung District", using the UNDP Good Governance Theory which includes justice, responsiveness, upholding discipline, transparency, and create accountability. Researchers then made several suggestions, such as:

1. Justice: Although the Justice method in theory has been used well, employees must continue to provide better community services. The author believes that one step that should be taken is to employ employees who are constantly in the waiting room to find out whether the people who come in have special needs that are different from other people. create a registration form, fill out the form, send it to the registration desk, and accompany the files to the interview counter and photo session until the passport process is complete. People from new communities may feel uncomfortable when applying for a passport. Employees can address the health needs of sick residents more quickly.

2. Responsive: The Class II Kedawung Cirebon Immigration Office really cares about the community. However, the real problem in the field is the unfriendliness of employees towards applicants. The authors suggest that employees speak to members of the public or applicants in a more friendly manner when meeting with them, or that they only ask about concerns about the public or applicants when applying for passports. For example, it would be better if employees only informed the public and applicants about the next service schedule. This is because the public or the applicant may not know that employees leave the workplace during break times. This information is not shared with the public or applicants because it does not come from authorized employees or officials.

3. Enforcing Discipline: Discipline is very important for public service. Their service schedule is regular, in accordance with other office working hours, and they always arrive on time. Employees have high work morale. Instead, the office provides additional information about the service schedule. For example, notification about employee rest time from 12.00 to 13.30 and form registration services from 07.30 to 09.30 WIB will be given until the number of queues is available. This makes it easier for applicants to know the service time.

#### 4. Demonstrate Transparency

Clear public services are offered by the Kedawung Class I Immigration Office, Cirebon Regency. Regulations ensure cost of services, simple procedures, and administrative and technical requirements. The problem with transparency is ease of access; What is meant by ease of access is the ability of the public to access the office.

One problem is that the office is far from the city center. However, because it is located on the side of the road and has sufficient space, the office tries to better satisfy the public. However, due to its location on government land, the office could not do anything. The author suggests places to increase community comfort.

As a result, this research proposal was prepared correctly and the author really hopes to complete it at the Class I Immigration Office, Kedawung District. With humility, the authors would like to thank the leadership of the agency where this research took place, and they hope they will consider it.

### **SUGGESTION**

Efforts made to overcome obstacles in implementing the policy of issuing passports via the internet in creating Good Governance include:

1. Opening training for prospective immigration officers is an effort to avoid the slow abilities of potential immigration officers, as well as recruiting prospective immigration personnel who are professional.

2. Carry out preventive maintenance or system/software maintenance and updates to avoid system failures, verify dependability, and extend the life of the machines and equipment.

3. Eliminate space for brokers by making it more difficult to access online passport registration, and avoid service discrimination

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