

Implementation Good Governance in Public Service Immigration in Service Passport Making

Nadia Mahza Prameswari

Program Studi Hukum Program Magister

Universitas 17 Agustus 1945, Semarang, Indonesia

E-mail: nadiamahza@gmail.com

Abstract

Public services are government efforts to meet needs of citizens in form of goods and services that can improve welfare of society. In context of passport making services, application of good governance principles is very important to ensure optimal service quality. Good governance includes aspects of openness, accountability, and transparency in implementation of public services. This study aims to analyze application of good governance in public services in field of immigration, especially in process of making passports in Indonesia. This research method uses normative juridical approach with qualitative data analysis. Data was collected through literature study which includes legislation, official documents, and Related Literature. Results showed that implementation of good governance in Directorate General of immigration has undergone various innovations, such as *One stop service* System, Easy Passport, and M-passport application, to improve efficiency and transparency in passport making process. However, there are still some obstacles, such as poor network quality and public complaints about service. However, new policies implemented, such as Easy Passport Service and *One stop service*, have made it easier and increased public satisfaction. In conclusion, although implementation of good governance in passport-making services has shown improvement, ongoing efforts are still needed to overcome problems and improve service quality in order to achieve better public satisfaction.

Keywords: Good Governance, Public Service, Immigration, Passport Making, Transparency, Accountability.

1. INTRODUCTION

Public service is fulfillment of needs of citizens both in form of goods and services run by state officials in order to increase welfare of citizens. In achieving target of good public services, public satisfaction is a major factor. Various programs and policies have been initiated and issued by agencies, especially agencies engaged in public services in order to create satisfaction to community. Thus, at this time every government agency continues to strive to carry out service delivery to be best with achievement of good governance. Good governance itself can be understood as a system of values, institutions, and policies that prioritize openness and good values in interacting with entire public sector.

In an effort to provide good service then issued a decree on Civil Administrative Reform No: 63/KEP.M.PAN/7/2003 on general guidelines for implementation of Public Services. Through accountable public service, it can be an initial effort to improve previous system of government that was not good. Based on Mohammad's opinion, it is said that there are weaknesses in public services that occur today where examples such as: less informative and aspirational, less easy to access, less responsive and efficient, lack of bureaucratic and coordination. Thus, improvements must be made in order to create better public services than before.

In addition, in its steps to reorganize itself and strive to ensure public service, government also enacted law no. 14 of 2008 on Public Information Disclosure and Law No. 25 Of 2009 On Public Service. It is this that makes basis for immigration to always strive to provide best and excellent service. As a developing country, Indonesia does not rule out possibility related to flow of traffic of people to enter and exit territory of Indonesia or immigration. Thus, requests related to making one's identity while abroad one of them is Indonesian travel letter or passport, which is an official document issued by government of Indonesia to citizens in order to be able to carry out travel between countries that are valid for a certain period of time. In line with increasing demand for immigration service users, there was also an increase related to demand for level of satisfaction of public services in immigration. Based on Law No. 6 of 2011, in passport contained a variety of information that owner of passport photo, date of birth, hand indication, citizenship, and other keterangan related to identity of owner of passport.

As a state agency that deals with immigration, Director General of immigration is required to be able to provide high-quality public services such as in issuance and manufacture of passports of Republic of Indonesia which is a form of service or service in form of providing necessary documents in field of immigration. In public service in field of immigration, it is very important to conduct a review and supervision in all its implementation. So that Director General of immigration continues to strive to improve public services through innovations provided in order to increase public confidence and trust in quality of services provided by Director General of Immigration. However, in practice, there are still various obstacles related to provision of services with discovery of several complaints from public who submit passport applications at UPT immigration in various regions in Indonesia. If conditions like this are not treated seriously and a way out is sought, it will cause public disappointment and cause presence of a bad image of government. Based on this explanation, formulation of problem in this paper is: “how is application of good governance in immigration public services in passport making services?”

2. RESEARCH METHODS

This study uses method of normative juridical approach by using library materials or secondary data which includes legislation, documents, decisions related to problem. Then specification of this study is descriptive qualitative by describing phenomenon that exists as it is. Method of data collection in this study is study of literature obtained through legislation,

literature related to subject of discussion. Method of data analysis is qualitative that is in form of a sentence or data description and not in form of numbers.

3. DISCUSSION

In application of good governance in government should be carried out as well as possible. This is because today, quality of public services in era of globalization often reaps a variety of problems. In an effort to maintain good public service quality, it is necessary to have four goals, namely accuracy, speed, comfort, and friendliness. In its application, good public services are also characterized by accountability and transparency from officers who perform public services. Based on Article 1 Paragraph (1) of Law No. 25 of 2009 on Public Services explained that public services is an activity or a series of activities in order to meet needs of services in accordance with laws and regulations for every citizen and resident of goods, services, and administrative services provided by public service providers. In a professional public service, there is a responsibility and accountability of government as a service provider which has characteristics such as effective which gives priority to achievement of its goals, then that is simple where procedures and ways of Service are carried out easily, quickly, correctly, and not convoluted, clear, definite and transparent.

In order to provide excellent service for service users, service providers must meet principles of Service thereon, namely: transparency, accountability, conditional, participatory, equal rights or non-discriminatory, equality of rights and obligations. During implementation of good governance can be said to run well if in accordance with ideals of previous reform. Foundation of state administration in creating good governance or good government is openness as in Article 3 of Law 28 of 1999 which states that administration of state is clean and free from Corruption, Collusion, and Nepotism. Openness itself can be interpreted as a form of transparency in carrying out services to community, especially related to information related to implementation of government activities.

Based on Law No.6 of 2011 explained that “immigration is a matter of traffic of people entering or leaving territory of Indonesia and its supervision in order to maintain establishment of state sovereignty.” Thus, it can be understood that in essence meaning of immigration is a series of services and law enforcement as well as security against traffic in and out of people into Indonesian territory, as well as supervision in maintaining establishment of state sovereignty. Then in Article 1 Paragraph 3 of Law No. 6 of 2011 on immigration states that “the function of immigration is part of affairs of state government in providing Immigration Services, Law Enforcement, state security, and facilitator of Public

Welfare Development."So that in implementation of four functions hatrus implemented in an integrated and balanced.

Directorate General of immigration in conducting immigration services, law enforcement, state security, and facilitators of development and public welfare is very trying to provide professional services, sure, accountable and transparent which it tesebut including part of principles of good governance including the:

1. **Best Service**, which can be interpreted as a service that has good procedures, clear costs, right time, easy access, qualified facilities and infrastructure, and provision of orderly and courteous service
2. **Professional**, which has aim to enlarge capabilities and morals of government managers in order to provide good and easy service and appropriate rates
3. **Transparency**, namely existence of openness that can create a two-way Trust which can be done with transparency of information and kemudhan in obtaining right and definite information
4. **Accountability**, namely increasing accountability of makers and recipients of provisions in field that brings rights of society.

Currently, with development of Times and occurrence of technological advances, passport-related applications can be submitted online. Thus it can be seen that policy is a form of ease offered in field of immigration. In addition, various platforms have also been provided to facilitate provision of information to public. This situation is done in order to convey facilities and expectations for community regarding services provided.

In contribution of services to community, pembahruan mandatory to do, for example, as an integrated passport service (*one stop service*). *Sistem Penerbitan Paspor Terpadu* (SPPT) namely a new strategy issued by director general of immigration yangmana related to provision of travel documents. This strategy is carried out with intention to provide a response to public where public wants to make improvements to passport making procedure by simplifying without eliminating security side.

There are differences in flow of services between previous passport application and current one. In first passport application, applicant who wants to make a passport must come to immigration office and take queue number, then after taking queue number, applicant proceeds to take stamp and then submit file to officer. Furthermore, next day applicant needs to return to immigration office to take biometric in form of photos, fingerprints, and interviews conducted by immigration officers and given a passport fee payment slip and then payment is made at immigration office. However, in latest service it can be done by making a

bill payment at bank or post office, and then can come back to Immigration Office 3 working days after payment to make Passport Collection. Thus, new mka process will certainly be easier and clearer in providing certainty to applicants.

The current government is obliged to run a system of good governance, which in its application requires cooperation from various parties, both with private sector and public in carrying out good public service. In making passport itself, immigration authorities have also collaborated with other state agencies which will provide a series of information to immigration authorities if there are passport applicants who want to make a passport but are included in list of banned persons, where later passport of applicant will not be issued. In conjunction with *POLRI* is also an important thing to do related to management of passport applications. This is because existence of biometric data such as photos, and fingerprints of applicant whether it really is same person or not, and whether applicant is a person who is in trouble with law. In this case, immigration authorities will issue a passport if all data and requirements of applicant have been proven valid. But obstacle is often occurrence of poor network quality in system as a result of too many applicants to be served.

One stop service system itself as a whole has been running well where *one stop service* has become an innovation and a new idea that is very useful in passport application services due to changes in flow of service that is simpler than before. This passport application service system itself has been applied to all immigration offices in Indonesia. Through course of this program, it will provide convenience for immigration officers who perform services. Not only that, this program also provides benefits to community. This is because applicants will gain time efficiency because they only come to immigration office 2 times to take care of passport application with simplification of service flow.

Not only issuing *one stop service* services, as in 2020 Indonesia was affected by Covid-19 pandemic, this also affects public services from government. However, with these limitations, this encourages government to innovate in order to provide good and excellent service to community. One form of innovation that is done in overcoming existing permasalahan is to provide services “Easy Pasport” which has a glogan that is “you are at home, let immigration come to you”.

Easy passport is a policy that aims to improve quality of travel document services for community. Easy passport itself is done with a location outside immigration office, where immigration officers will come to applicant using a service vehicle. Legal basis for implementation of easy passport system is Director General of immigration No. IMI-GR.01.01-0946 which was issued on June 9, 2020 regarding implementation of immigration

duties and functions during new norm order which was reinforced by SE of Director General of immigration No. IMI-1060.GR.0101 which was issued on July 30, 2020 on Easy Passport Service. implementation of easy passport service is carried out through socialization of services carried out by immigration office to private office agencies, POLRI, TNI, BUMN, BUMD and others. Through socialization, it is expected that target in socialization can cooperate in carrying out easy passport services. With launch of easy passport service, it becomes a solution to reduce number of applicants who apply for a passport at immigration office due to pandemic

Based on Circular Letter of Director General of Immigration about easy passport services, there are various provisions and procedures in providing easy passport services, namely:

1. In 1 day, easy passport service can serve a minimum of up to 50 applications
2. Family of employees in private office agencies, POLRI, TNI, BUMN, BUMD and education can be provided services
3. Can only serve manufacture of new passports and replacement due to expiration of validity period and page is full, and do not accept for lost or damaged passports
4. Immigration office that determines hours of service either on weekdays or outside of work days
5. Passport taken directly by applicant or representative by agency or office and sent through *PT. Pos Indonesia*
6. Implementation of Covid-19 prevention procedures

The procedure for applying for a collective passport through easy passport service is:

1. Logging candidate applicant

This is important to do before contacting immigration office that will perform easy passport service. Because when submitting an application immigration officer will collect data and ask questions related to number of applicants who register

2. Choose location service passport making

Location selection is proposed in a wide place and establishes health protocols. In addition, it is easy to access to make it easier for officers to come to location

3. Applicants make a letter of application to immigration office

Application letter addressed to immigration office contains number of applicants, location used to perform service and attachment of applicant's data to be served

4. Contacting immigration office

After preparation is done, when contacting immigration office, you must make sure it is done during working hours and then immigration officer will confirm application containing data request that has been prepared previously. Immigration officer will also determine time when easy passport service will be carried out to applicant. Immigration officers will do it either during working hours or during working hours. So it is expected that when easy passport service is carried out, applicants who have registered can attend without being represented

5. Interview process and biometrics

At a predetermined time in easy passport service, officer will be present and take biometric data in form of photos, fingerprints, and conduct interviews. Then at that time applicant can pay cost of dibank or post office

6. Passport Collection

Passport that has been issued will be immediately given to applicant by making their own collection at immigration office, or represented by applicant's representative or sent through PT Pos Indonesia.

Easy passport service does not only run when covid is present but on several occasions, Directorate General of immigration also provides easy passport and sympathetic passport services throughout Indonesia, for example on January 7 to January 25, 2023. This is done to facilitate people who only have time on weekends. Easy passport is intended for vulnerable group categories such as toddlers, elderly and people with disabilities. Where in this service there is a minimum number of applicants who must be collected first. However, for sympathetic passport services, it is open on weekends, namely Saturdays and Sundays where quota for walk-in passports is determined by local immigration office. Expected with service can facilitate community.

Then Director General of immigration also made an acceleration service in making one-day passports, where in this service there are price provisions that are different from usual ones. This policy itself has been stipulated in SE Director General of Immigration No. IMI-1635.GR.01.01 of 2019. Where additional tariff charged is Rp 1 million as per esia Regulation No. 28 of 2019 regarding types of tariffs on types of non-tax state revenues applicable to Ministry of Law and Human Rights, which reads that “passport Acceleration Services completed on same day are subject to Rp 1,000,000.00 and coupled with a passport fee of Rp 350,000.00 for a 48-page ordinary passport or Rp650, 000 for a 48-page electronic passport.” Purpose of application is to avoid misappropriation of unscrupulous persons. This service is optional if you need a passport in an urgent situation and should be received as

soon as possible. Making this passport can be done with a walk-in queue where required documents that must be brought are KTP, KK, birth certificate or degree, marriage book, or baptism letter, and old passport if you already have a passport.

Not only that, currently, M-passport application has also been issued as a replacement for *Aplikasi Pendaftaran Antrean Online (APAPO)*. Where this application can be used to register for passport queues at all immigration offices or passport service units. advantages of this application are that entire passport requirements file can be uploaded independently by applicant so that no photocopy of requirements file or papeless is required when visiting immigration office. Then passport payment is also made at beginning before papoe process and there is a reschedule feature for arrival schedule. inin application itself began operating in 2022, and can be downloaded on playstore and Appstore

4. CONCLUSION

Can be concluded that public service is fulfillment of needs WNI in form of goods and services carried out by government to improve welfare of community. In order to implement good governance in public services, accountability becomes important in administration of state. government plays an important role in helping community so it needs to continue to improve, and improve quality of its services. Director General of immigration has sought to improve quality of public services with a variety of innovations provided such as providing knowledge to its employees in realization of good public service, then improve services by issuing a *One stop service* system that in practice has been running quite well only sometimes experience errors that interfere with issuance of passports. Then in certainty of costs or service rates, certainty of service schedules, security and transparency of tariffs at immigration office are in accordance with law and can be accounted for. Related to politeness and hospitality officers have also been good. Not only that, various policies have also been issued to facilitate community in making passports such as pelayanana easy passport, sympathetic passport, and issuance of M-passport applications made to make it easier for people to get passports.

BIBLIOGRAPHY

Journal

Purwastuti, G.A.D., Cikusi, Y., Hayat, H., (2020). 'Pelayanan Publik Berbasis Good Governanc: Studi Pada Pembuatan Paspor Di Kantor Imigrasi Kelas 1 Malang', *Jurnal Respon Publik*, 14

Mohammad., (2003). 'Kualitas Pelayanan Masyarakat: Konsep Dan Implementasinya', *Jurnal Administrasi Negara*, 5

Pangestu, W.R., (2016). ' Inovasi Pelayanan *One stop service*: Studi Peningkatan Kualitas Pelayanan Paspor Di Kantor Imigrasi Kelas I Khusus Surabaya ', *Jurnal Kebijakan Dan Manajemen Publik*, 4

Law

Keputusan Pendayagunaan Aparatur Sipil No: 63/KEP.M.PAN/7/2003

'Undang-Undang Dasar 1945'

'Undang-Undang Nomor 6 Tahun 2011 Tentang Keimigrasian'

'Undang-Undang Nomor 14 Tahun 2008 Tentang Keterbukaan Informasi Publik '

'Undang-Undang Nomor 25 Tahun 2009 Tentang Pelayanan Publik '

Internet

'M-Paspor', *Kemenkumham*, 2022 <https://depok.imigrasi.go.id/aplikasi-layanan-paspor-online>

Satker Keimigrasian Kanwil Kemenkumham Jatim, 'Eazy Passport: Solusi Urus Paspor Kolektif, Tidak Perlu Datang Ke Kantor Imigrasi Satker Keimigrasian Kanwil Kemenkumham Jatim', 2020 <https://jatim.kemenkumham.go.id/berita-upt/7904-eazy-passport-solusi-urus-paspor-kolektif-tidak-perlu-datang-ke-kantor-imigrasi>