

The Effectiveness of Eazy Passport Innovation in Passport Issuance Services in Class 1 Immigration Offices, Samarinda City

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Abstract

This study aims to find out how effective the innovation of the Eazy Passport service at the Immigration Office Class I Samarinda is in providing passport issuance services and seeks to find out the supporting factors and inhibiting factors for passport issuance services and find solutions offered so that they can be input for related parties to make the service available. Eazy Passport is better in later implementations. This study is a qualitative descriptive study with the aim of explaining the effectiveness of the Eazy Passport innovation in providing passport issuance services at the Class 1 Immigration Office of Samarinda City. Data were collected through the process of interview, observation, and literature study. The results of this study are immigration efforts in improving immigration services and the impact resulting from the implementation of the Eazy Passport service in immigration services. Immigration has carried out and will continue to innovate in order to realize integrated public services. The existence of a pandemic has an impact on government agencies which results in a decrease in the intensity of the services provided. Every Immigration Office in Indonesia has made various efforts to improve the quality of its services with an integrated service system. The Eazy Passport service is a policy issued by the Directorate General of Immigration that aims to increase the number of passport and PNPB issuances produced by each Immigration Office. The implementation of the Eazy Passport service allows passport application activities to be carried out flexibly and practically. This activity was carried out in accordance with the mapping of the work area of each Immigration Office while still implementing health protocols to prevent the transmission of Covid-19.

Keywords

Effectiveness; Innovation; Service; Easy Passport



I. Introduction

The impact of the Covid-19 pandemic has caused the paralysis of the entire system of institutions in Indonesia and has affected the intensity of services and the decline in state revenues. In responding to the pandemic situation, which cannot be predicted when it will end, the demands for innovation in the field of public services need to be increased in order to adjust to disruptions and changes in public services. To anticipate the process of making passports during this pandemic, the authorities are required to be fast, responsive, and innovative in taking strategic steps to meet the needs of the people who will carry out the immigration service process.

One form of innovation in passport-making services formed by the Directorate General of Immigration is the Eazy Passport service. The Eazy Passport service is an innovative form of service in making passports for Indonesian citizens (WNI) which is carried out outside the immigration office, but instead, the Immigration party goes to the applicant's location using a mobile passport service car. The Eazy Passport service is expected to improve passport-making services for the community so that people don't have to queue and crowd at the Immigration office during the pandemic.

The Eazy Passport service is an activity carried out based on the instructions of the Directorate General of Immigration Number IMI-1060.GR.01.01 of 2020 which is the basis for the Class 1 Immigration office of Samarinda City to optimize the Eazy Passport service as a preventive measure for the transmission of the Covid-19 virus in the office environment so that all forms of activities carried out by regional immigration work units must refer to the direction of the Directorate General of Immigration. Immigration Service Restrictions.

The Immigration Office Class 1 Samarinda is one of the government agencies that provide services in the field of immigration, including providing services for overseas passports, travel documents, visas, residence permits, and status facilities, intelligence investigations, and foreign cooperation as well as immigration information systems. Judging from the service aspect, the Samarinda Class 1 Immigration Office has an important role in carrying out the Eazy Passport service, especially in the midst of the Covid-19 pandemic. However, the limitations in the Eazy Passport service are still limited to the service of issuing new passports and changing passports due to expiration or full pages. Eazy Passport service does not serve passport replacement because it is damaged or lost.

The Covid-19 pandemic has had an impact and consequence of declining state revenues. The Eazy Passport service policy was then introduced as an effort to increase the intensity of services while increasing the number of passport issuances as state income in the form of Non-Tax State Revenue (PNBP) amid the pandemic. This policy is expected to be implemented effectively by continuing to apply the procedures for preventing the transmission of Covid-19 in every implementation of its activities.

This study aims to find out how effective the innovation of the Eazy Passport service at the Immigration Office Class I Samarinda is in providing passport issuance services and seeks to find out the supporting factors and inhibiting factors for passport issuance services and provide alternative solutions that are expected to be input for related parties so that the implementation of services Eazy Passport could be better in its implementation.

II. Research Method

In this study, the researchers applied descriptive research using a qualitative approach with the aim of explaining the effectiveness of the Eazy Passport innovation in providing passport issuance services at the Class 1 Immigration Office of Samarinda City. Data were collected through the process of interview, observation, and literature study. The research location was carried out at the Class 1 Immigration Office, Jalan Ir. H. 22 Juanda No.45, Sidodadi, Samarinda City District, Samarinda City, East Kalimantan Province. Observations were also made at the selected location, following the place where the Eazy Passport service was held. Documents in the form of local government regulations or documentation can also support the results of this research.

The data sources in this study include primary data, namely the key informant of the Head of General Affairs at the Class 1 Immigration Office of Samarinda City, the

informant, namely the Eazy Passport service officer of Samarinda City, and the service recipient community. Meanwhile, secondary data includes office profiles, books, articles, and other documents related to the Eazy Passport service. The data that has been obtained is then analyzed using interactive analysis methods (Miles, Huberman, and Saldana, 2014). In this interactive analysis model, the researcher moves in several steps, namely analyzing data in three steps: data condensation, presenting data (data display), and drawing conclusions or verification (conclusion drawing and verification). Data condensation refers to the process of selecting, focusing, simplifying, abstracting, and transforming data.

III. Results and Discussion

Effectiveness is the level of success achieved by a person or organization through certain ways in accordance with predetermined goals. Effectiveness is different from efficiency, because efficiency implies a comparison between costs and results, while effectiveness is directly related to the achievement of goals. The more planning that is successfully implemented in achieving the goals, the more effective activity can be. Ravianto (2014:11) explains that effectiveness is how well the work has been carried out, and the extent to which someone has produced the expected output. Furthermore, Gibson in Bungkaes (2013: 46) explains that effectiveness is an assessment made in connection with individual achievements, group achievements, and organizational achievements.

Innovation comes from the English language Innovation which means making changes or introducing something new related to inputs, processes, and outputs so that they can benefit human life. Makmur and Thahier (2015). In terms of public services, innovation can be defined as an effort to put new ideas into implementation which is marked by changes that are large enough, long-lasting, and of a fairly general scale so that they can have a considerable impact on organizational change organizational relationships. Innovation in public services can also be interpreted as an achievement in improving and achieving effectiveness, efficiency, and accountability of public services through new methodological approaches or tools in terms of public service delivery. This implies that innovation is not always defined as an activity that deviates from standard procedures, but rather as an effort to find room for improvement in the service according to the rules and circumstances.

In the public sector, innovation is needed in order to develop a public service. Innovation is present as something new and its nature replaces the old way. This explains that every public service in principle must contain a new innovation. Successful public service innovation is the result of the creation and implementation of a new process, service product, and service method which is the result of real development in terms of efficiency, effectiveness, and quality of results. Mirnasari (2013:72-73). Public service innovation is a new change related to the interaction between service providers and customers or new ways that are applied in providing services.

Eazy Passport is an innovation of collective passport making service carried out by applicants without the need to come to the immigration office, but at the location where the applicant applies for services. The Eazy Passport service is an innovative policy in the field of immigration document services that aim to improve the quality of passport services as well as efforts to increase Non-Tax State Revenue (PNBP) carried out by the Work Unit under the auspices of the Directorate General of Immigration. In the implementation of Eazy Passport, passport services are held at the applicant's destination which is outside the office. The service is carried out using a mobile service car and/or a mobile service unit for the Republic of Indonesia Travel Letter (SPRI).

The Eazy Passport service accommodates services for making new passports or replacing expired passports, not because they are damaged or lost. The basis for implementing this policy is the Circular Letter of the Director-General of Immigration Number IMIGR.01.01-0946 dated June 9, 2020, concerning the Implementation of Immigration Duties and Functions during the New Normal Order and strengthened by the Circular Letter of the Director-General of Immigration Number IMI.1060.GR.01.01 dated June 30, 2020, About Eazy Passport Service.

The Eazy Passport service is implemented in every work unit under the auspices of the Directorate General of Immigration of the Republic of Indonesia. The Immigration Office Class I Samarinda City is one of the offices or work units that implements the Eazy Passport service policy.

The implementation of the Eazy Passport service is carried out by carrying out socialization of services carried out by the Immigration Office to several agencies such as Government Offices / TNI / POLRI / BUMN / BUMD / PRIVATE, Educational Institutions (Schools / Islamic Boarding Schools / Dormitory). The socialization carried out is expected to produce a response in the form of an appeal for cooperation from the targeted agency as the goal of implementing the Eazy Passport service.

If viewed from the perspective of the community as passport applicants, the Eazy Passport service is certainly very profitable and time-saving, because they only need to come once for verification of the original documents and interviews, and biometric collection. From the Immigration officer's side, what is an advantage for them is that the processing time for verifying files, interviews, and photos becomes more certain and faster because of the files we have received previously so that during the Eazy Passport the verification process becomes faster and easier. The obstacle faced by officers is the lack of time for the data entry process because the data entry process can only be done on the same day as the interview and biometric process, if the data entry process can be done the day before, it can simplify the Eazy Passport service process. Then the obstacle that often occurs is the BMS system which often experiences disturbances resulting in piles of passport application files that cannot be done and slows down the process of taking passports. The internet network that is not supportive is also one of the obstacles faced by officers during the Eazy Passport implementation, so it greatly hampers the biometric retrieval process at the time of implementation which results in the accumulation of passport applicants. Another problem that occurs is in the system which suddenly changes one applicant's photo with another passport applicant's photo, which requires the applicant to take another photo due to a system error.

IV. Conclusion

Based on the results of the research that has been done, the authors can draw conclusions about immigration efforts in improving immigration services and the impact resulting from the implementation of the Eazy Passport service in immigration services. Immigration has carried out and will continue to innovate in order to realize integrated public services. The existence of a pandemic has an impact on government agencies which results in a decrease in the intensity of the services provided. Every Immigration Office in Indonesia has made various efforts to improve the quality of its services with an integrated service system. The Eazy Passport service is a policy issued by the Directorate General of Immigration that aims to increase the number of passport and PNPB issuances produced by each Immigration Office. The implementation of the Eazy Passport service allows passport application activities to be carried out flexibly and practically. This activity was carried out

in accordance with the mapping of the work area of each Immigration Office while still implementing health protocols to prevent the transmission of Covid-19.

In the concept of public policy implementation by Brian W. Hogwood and Lewis A. Gunn, there is a prerequisite that the policies implemented are based on strong causal reasons, such as if "X" is implemented, then "Y" will be the result. Reducing the minimum number of Eazy Passport service applicants is considered to be able to increase the effectiveness of the Eazy Passport service implementation. With a smaller minimum number of applicants, it will be able to increase the enthusiasm of more agencies to carry out the Eazy Passport service. Increasing the effectiveness of the service will increase the number of passport issuances as well as PNPB which is the main goal of implementing the Eazy Passport service.

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