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Implementation of the Immigration Crossing System through Autogate and Counters at Soekarno-Hatta Immigration Checkpoints (TPI)

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ABSTRACT

This study aims to answer empirically one of the biggest challenges faced by immigration in terms of implementing a crossing system, especially related to information technology implemented by the Directorate General of Immigration. The theme chosen is the implementation of the crossing system that has been implemented through autogate technology and the classical implementation of the crossing system. The discussion of this theme is the imbalance in the number of users between the two implementations of the system where the application of this crossing system technology should be able to solve queuing problems and also increase effectiveness and efficiency. This analysis uses descriptive analysis by assessing data and information obtained from various sources. The method used is to describe systematically through the research flow that is researched in a precise, simple and easy to do by conducting a theoretical study to deepen the immigration crossing system. The results of this study are in the form of recommendations that aim to provide a description, explanation, and validation of a phenomenon being studied about immigration crossings.

Keywords: Immigration, Immigration Crossing System, Autogate, TPI, BCM, SIMKIM

INTRODUCTION

The Ministry of Law and Human Rights of the Republic of Indonesia, especially the Directorate General of Immigration, strives to provide better quality services to the public in the field of immigration. The immigration function as stated in Law number 6 of 2011 concerning Immigration Article 1 (3) that the immigration function is a component of state government issues when providing services in the field of immigration, carrying out law enforcement, realizing state security, and as a facilitative means in building welfare Public. The Directorate General of Immigration as an element of providing public services from the government to the community is obliged to continue to make efforts and innovations in the fields of facilities, infrastructure, and of course technology in order to improve the quality of these services.

The development of information and communication technology can penetrate into the existing public service security system at immigration which is increasingly utilizing technological advances. The improvement of information and communication technology-based security systems at Indonesian Immigration Checkpoints (TPI) is implemented in order to create national security in order to maintain the upholding of state sovereignty. The function of improving the security system is related to the theory of fraud awareness, namely avoiding fraud that can occur due to falsification of documents for personal or group interests that can threaten state security, then used as a justification that fraud is a common thing that can be done (Association of Certified Fraud Examiners). , 2020).

Based on Law Number 25 of 2009, article 23 paragraph (4) concerning Public Services, it is stated that: "The organizer is obliged to manage the Information System which consists of Electronic or Non-Electronic Information System which at least includes, the profile of the organizer, the profile

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of the implementer, service standards, service announcements, complaint management and performance appraisal" (Law of the Republic of Indonesia Number 25 of 2009 concerning Public Service, 2009). In relation to these provisions, the Directorate General of Immigration has implemented the renewal of the Immigration Information and Management System (SIMKIM) as part of the immigration public service at TPI. Broadly speaking, the implementation of SIMKIM has been carried out in all Immigration Technical Implementation Units, both at the Immigration Office, TPI and Immigration Representatives Abroad which until now has been running quite well (Law No. Law of the Republic of Indonesia Number 6 of 2011 concerning Immigration, 2011)An example of the implementation of SIMKIM is the construction of a Border Control Management (BCM) system which is applied to TPIs throughout Indonesia. The establishment of the BCM system is to support immigration checks at TPI (transit country) so that they can run more accurately, effectively, and efficiently. In (Director General of Immigration Regulation Number IMI.459.GR.01.02 of 2011 concerning Standard Operating Procedures for Border Control Management (BCM), 2011), the BCM system is a border area management system based on technology, information and communication which aims to handle all activities crossing of people at the Immigration Checkpoint.

The Directorate General of Immigration as one of the government institutions is obliged to carry out the functions of public services, law enforcement, state security, and facilitating community welfare development. The Directorate General of Immigration has an obligation to increase public satisfaction through immigration services that are transparent, accountable and responsive to public complaints, one of which is from the technical implementing unit at the Directorate General of Immigration, namely the Immigration Office. The Soekarno-Hatta Class I Immigration Office is one of the technical implementers of the Directorate General of Immigration in charge of providing entry and departure permits for all citizens who will enter or leave the Indonesian sovereign territory. Immigration services that are easy and fast are one of the visions and missions of the Directorate General of Immigration which are realized through the strengthening of information technology-based SIMKIM. One of them is to provide services through immigration checks through the Immigration Counter which is a direct inspection in the immigration area and also by using an autogate which is an electronic crossing gate for Indonesian citizens or foreigners in checking out or entering Indonesian territory.

*Autogate*is an effort by the International Civil Aviation Organization (ICAO) (Annex 9, 2017) as an organization under the United Nations that regulates and makes aviation regulations initiated by the Chicago Convention in 1944 and specializes its activities in the aviation sector. In 2011, Immigration built an autogate system at Soekarno-Hatta International Airport. Autogate system is an immigration inspection service facility provided by the Directorate General of Immigration, where to open the door, an autogate system scanning procedure is required.

This system was built for electronic passport users in order to improve services and invite Indonesian citizens to have an electronic passport because it is considered to have a better level of security, but over time in early 2013 the Directorate General of Immigration has implemented a special autogate for non-electronic passport holders in order to provide ease of immigration check services at TPI (Wilonotomo & Aji, 2018) as well as reducing the number of queues that often occur at Soekarno-Hatta International Airport, especially at Terminal 3, which consists of 32 autogates, 15 autogates at departure and 17 international arrival autogates.

In the immigration check through the autogate system, it has facilitated non-electronic passports to be able to pass it by carrying out a policy by making it easier for ordinary passport holders to no longer need to register to use the autogate system facility. This is one of the efforts of the Directorate General of Immigration in providing excellent service with easily accessible service categories for the community so that people do not need to be bothered and confused in accessing the autogate system facilities.

The Directorate General of Immigration in terms of services that have been carried out to realize the effectiveness and efficiency of services through the autogate still has problems with the autogate machine. The low number of users, especially Indonesian citizens, to use autogate is the source of this research, where users of the immigration crossing system still tend to use counters compared to autogate machines. Meanwhile, if viewed from one of the goals of implementing the autogate, it is to simplify, speed up and simplify the immigration inspection process. The following is data on crossings via autogate and counters for a period of 3 years:

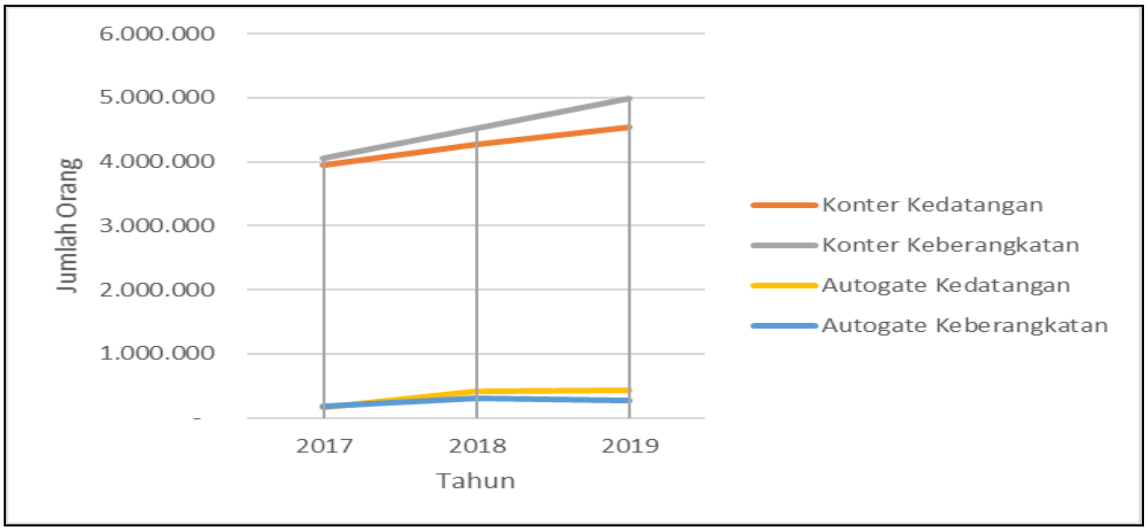

Figure 1. Traffic Statistics for Indonesian TPI Soekarno-Hatta 2017-2019 Source: DS and IT Immigration, 2020

Based on the table above, crossing data from the last 3 years there is a very significant inequality for autogate and counter users. From this data, it can also be concluded that the use of counters is more attractive to Indonesian citizens than autogates, this can be seen from the graphic data from 2017 to 2019 which shows that there is an increase in the number of counter users who increase every year, both in terms of departures and arrivals. However, the number of autogate users also increased in 2017 and 2018 but in 2019 there was a decline in the departure terminal. As for autogate arrivals in 2017 to 2019 there was an insignificant increase.

METHOD

The research flow is depicted in Figure 2. The research begins by conducting a theoretical study to deepen the immigration crossing system through autogate and counter and how it has been implemented at TPI Soekarno-Hatta International Airport. Theoretical studies are also conducted to study legal products such as regulations or instructions relating to the implementation of the autogate system. Followed by collecting data using a questionnaire with a total of 26 questions. The resource persons were selected using a purposive sampling technique in which questionnaires were given to people who were considered to know and understand the work procedures and the implementation of the autogate system at TPI Soekarno-Hatta International Airport, especially in Terminal 3 to be studied. Each question in the questionnaire has the same rating weight on a scale of 1-4. To clarify and explore the answers to each question that has been filled in by the resource persons, interviews are also conducted with the informants and observations on each of the results studied.

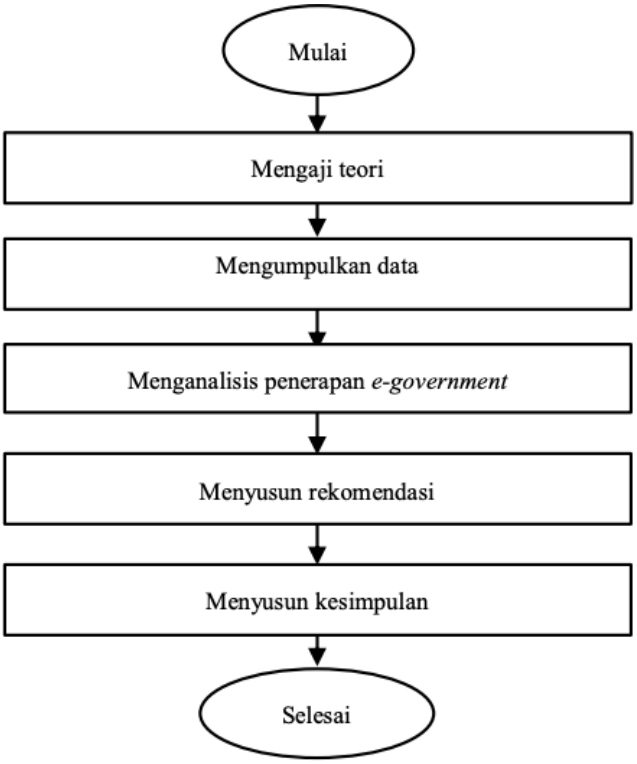

Figure 2. Research Flowchart

Table 1. Category of Immigration Crossing System Assessment Results

Score	Information
4.00 and 3.60	Very good
< 3.60 and 2.60	Well
< 2.60 and 1.60	Not enough
< 1.60 and 1.00	Very less

The questionnaire that has been completed by the resource persons will then be assessed and analyzed on the implementation of the immigration crossing system through the autogate and counter that has been carried out at the TPI Soekarno-Hatta International Airport. The results of the assessment and analysis will also be adjusted by matching the results of data collection with the values in the framework that was prepared earlier. After the assessment is complete, it will be continued by compiling recommendations to improve the variables that are not yet ideal when compared to the assessment components that have been prepared in the framework. This recommendation is prepared to improve the implementation of the immigration crossing system through the autogate and counter systems and is expected to get a score in the very good category.

RESULT AND DISCUSSION

The overall result of the implementation of the immigration crossing system through the autogate at TPI Soekarno-Hatta International Airport is still in the very poor category. And for immigration crossings through the counter the assessment results are still in the less category. From the assessment at the two immigration crossings, it is known that the application of the immigration crossing system has a low value. Then the value will be researched by parsing for each variable, including the following:

Autogate Crossing System

For the policy variable on the autogate crossing system, the value obtained is a good category. While

the Human Resources (HR) variable has a low value category,The infrastructure variable gets a score in the good category, while the application system variable gets a score in the very poor category. The last variable is the variable of convenience and security with the category of less value.

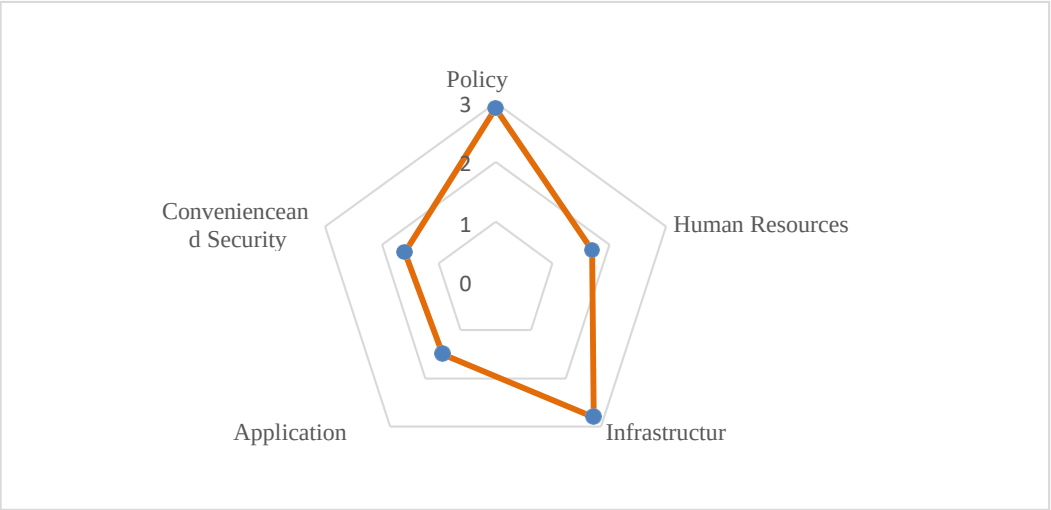

Figure 3. Results of the Autogate Crossing System Assessment

Counter Crossing System

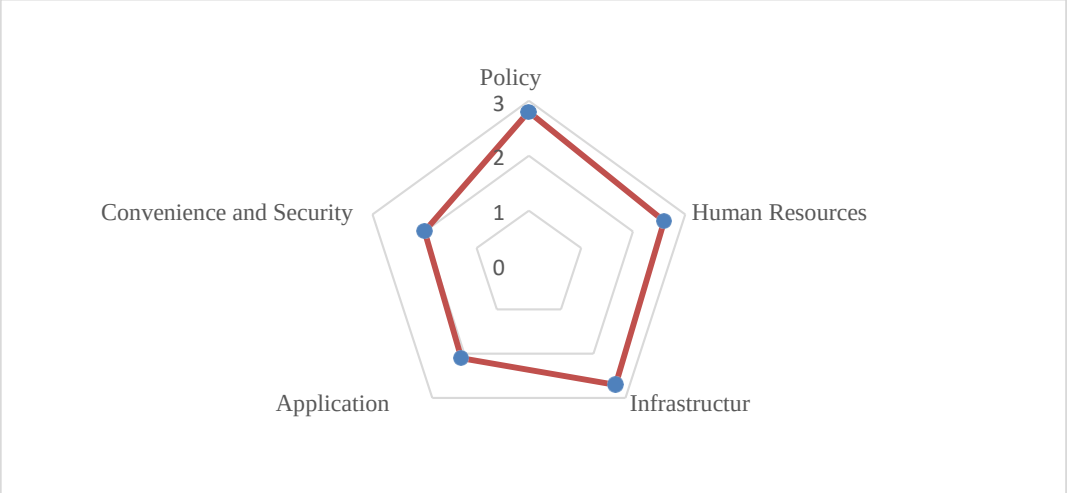

Figure 4. Results of the Counter Crossing System Assessment

The policy variable of the immigration crossing system through the counter gets a score in the good category. Human Resources (HR) variable with good value category, infrastructure variable also gets good value category, application system variable gets less value category and convenience and security variable gets score with less category.

The results of the assessment that have been described will be displayed in their entirety through the following.

Table 1. Results of the Assessment of the Immigration Crossing System Variables

Variable	Autogate Crossing System	Counter Crossing System
Policy	2.9	2.8
Human Resources	1.7	2.6
Infrastructure	2.8	2.7
Application System	1.5	2.1

Service Standard	1.6	2

A. Analysis of the application of the immigration crossing system

The discussion on the implementation of the crossing system at the Immigration Checkpoint (TPI) Soekarno-Hatta International Airport terminal 3 will describe each variable as follows:

Policy variables

The policy variable for the crossing system through the autogate has a good value category and the immigration crossing system through the counter on the policy variable also gets a score in the good category. In supporting immigration crossing activities at the Immigration Checkpoint (TPI) Soekarno-Hatta International Airport terminal 3, there is already a policy of implementing immigration crossings through (Minister of Law and Human Rights Regulation Number 44 of 2015 concerning Procedures for Checking Entry and Exit Indonesian Territory at Immigration Checkpoints, 2015), the Directorate General of Immigration is responsible for and provides excellent service in the field of immigration so that the community gets satisfaction with immigration services in terms of crossings, therefore the Directorate General of Immigration provides inspection facilities through the counter or autogate.

For this policy variable, immigration crossings through checkpoints at Soekarno-Hatta International Airport have also facilitated the crossing policies issued by the Directorate General of Immigration to be easily accessed by the public, especially Indonesian citizens, as a form of the Directorate General of Immigration's efforts in providing excellent service by a category that is very accessible for the community so that people do not need to be bothered and confused in accessing immigration crossing facilities.

Human Resources Variables

In the Human Resources (HR) variable, the autogate crossing system gets a score in the poor category and the immigration crossing system through the counter on the HR variable gets a score in the good category. In the crossing system through the autogate, 3 officers, 2 officers from the temple space and 1 officer from immigration are provided to guard and provide assistance to people who experience problems in the process of using the autogate. Not only in terminal 3, autogate itself is also provided at Soekarno-Hatta terminal 2 with a total of 10 autogate units, with 6 formations at departure and 4 at arrival. However, there is a slight difference regarding the ownership of the autogate machine, the ownership of the autogate machine itself is not wholly owned by the Directorate General of Immigration but is also owned by PT. Angkasa Pura II. The Directorate General of Immigration has an autogate machine unit at Soekarno-Hatta terminal 2 and the one at terminal 3 Soekarno-Hatta airport is owned by PT. Angkasa Pura II, however, for the autogate machine in terminal 3, the ownership is indeed owned by PT. Angkasa Pura II, but in managing the system and data that regulates and regulates is from the Directorate General of Immigration, so for the authority and policy here there are 2 agencies that handle it, both in the management and maintenance of autogate machines.

Related to the human resources owned by immigration in terms of immigration crossings, the role of immigration officers is also very much needed as a supporter of the participatory principle and the principle of professionalism. Users of immigration crossings, especially Indonesian citizens who are traveling abroad for the first time, think that the services provided through the autogate system will be difficult to use because they are in the form of machines, plus the lack of immigration officers on standby at the autogate machines. In terms of obstacles that occur in the field, sometimes immigration officers are not visible when the machine has problems, resulting in users having to wait a long time to get direct handling by immigration officers. Frequent errors on autogate machines also often occur, repeated scans of travel documents must be carried out until the autogate machine responds. Many factors affect the performance of the autogate, one of which is related to the application system on the autogate.

And for the variable immigration crossing through the counter, basically the immigration officer in carrying out his duties has implemented standard operating procedures that have been implemented

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set by PlaceImmigration Checks (TPI) Soekarno Hatta International Airport in terms of immigration crossings through autogates and counters in accordance with Permenkumham Number 44 of 2015. Immigration officers in carrying out their duties in the field have been disciplined, polite, friendly and provide good and authoritative service in guarding the gate state and also firm in making decisions and providing directions both to road users and to their partners.

Infrastructure Variables

On the infrastructure variable, the autogate crossing system getsthe score in the good category and the immigration crossing system through the counter on the infrastructure variable also got a score in the good category. The immigration crossing infrastructure has basically been prepared by Angkasa Pura as one of the State-Owned Enterprises (BUMN) which is responsible for managing traffic and business activities in airport areas spread throughout Indonesia. Angkasa Pura itself is divided into 2 namely PT. Angkasa Pura I and PT. Angkasa Pura II. The two PTs are divided into different regional tasks, PT. Angkasa Pura II is the party responsible for the processing of Soekarno Hatta airport and the Immigration party in the infrastructure variable is responsible for its management. Angkasa Pura II is also responsible for the maintenance of the autogate machine at terminal 3 of Soekarno-Hatta airport, while Immigration is responsible for the autogate system at terminal 3 of Soekarno-Hatta. These two agencies work together to provide the best service to the community in accordance with the public services contained in Law Number 25 of 2009.

This infrastructure variable can answer problems in the field, especially at the Immigration Checkpoint at Terminal 3 of Soekarno-Hatta airport either through autogate or counter with the aim of:

1. Improving the quality of public services
2. Simplify, speed up and simplify the immigration check process.
3. One of the manifestations of accountability values within the Directorate General of Immigration.
4. Minimize the interaction of officers with the community

Application System Variables

In the application system variable, the autogate crossing system gets a score in the very poor category and the immigration crossing system through the counter on the application system variable gets a score in the poor category. Regarding crossing through the autogate in the application system variable, it was found that there were significant obstacles in this autogate system so that people were less interested in using this facility. In the context of this facility, the autogate system has implemented all the principles in providing good public services, especially in supporting the provision of information technology-based services. The following is the maintenance data for the autogate machine at Soekarno-Hatta Airport which was obtained by PT. Angkasa Pura II, where the failure of the autogate engine reached 27.76 percent in the process of checking travel documents. The transaction process failed to reach 541 and the total success was 1408. These kinds of disturbances are still bothering the autogate machine. This problem interferes with public interest in the autogate system facility which results in the length of the inspection process and disruption of the process of providing excellent service.

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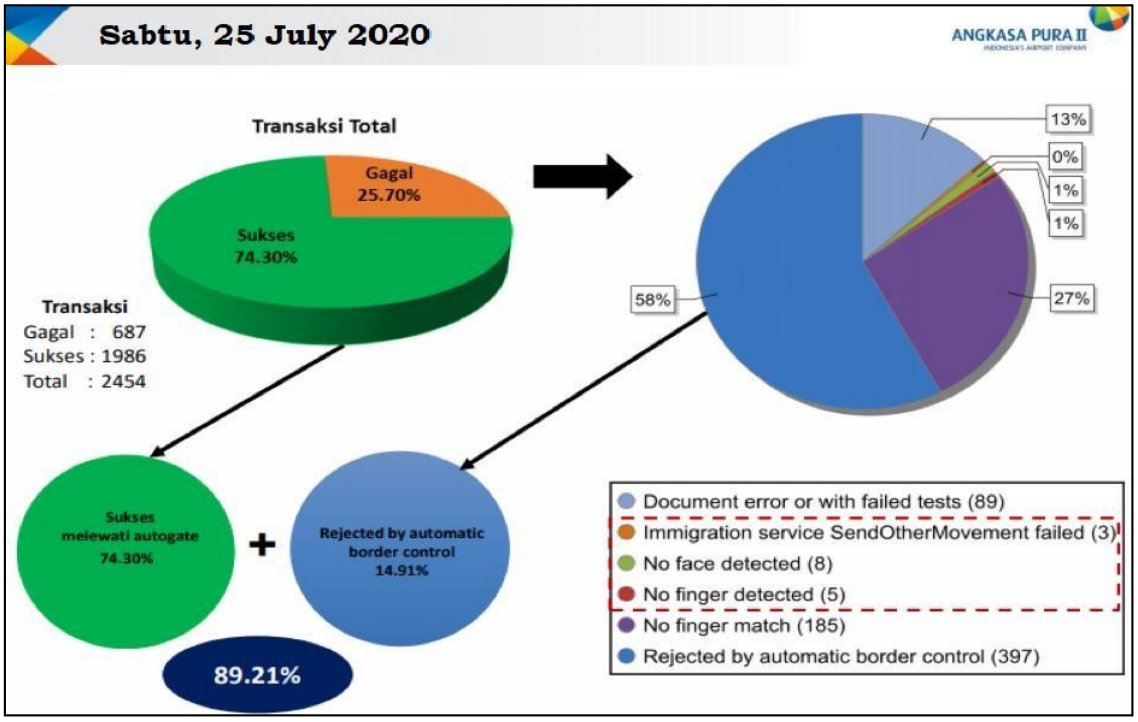

Figure 5. Report of PT. Angkasa Pura II

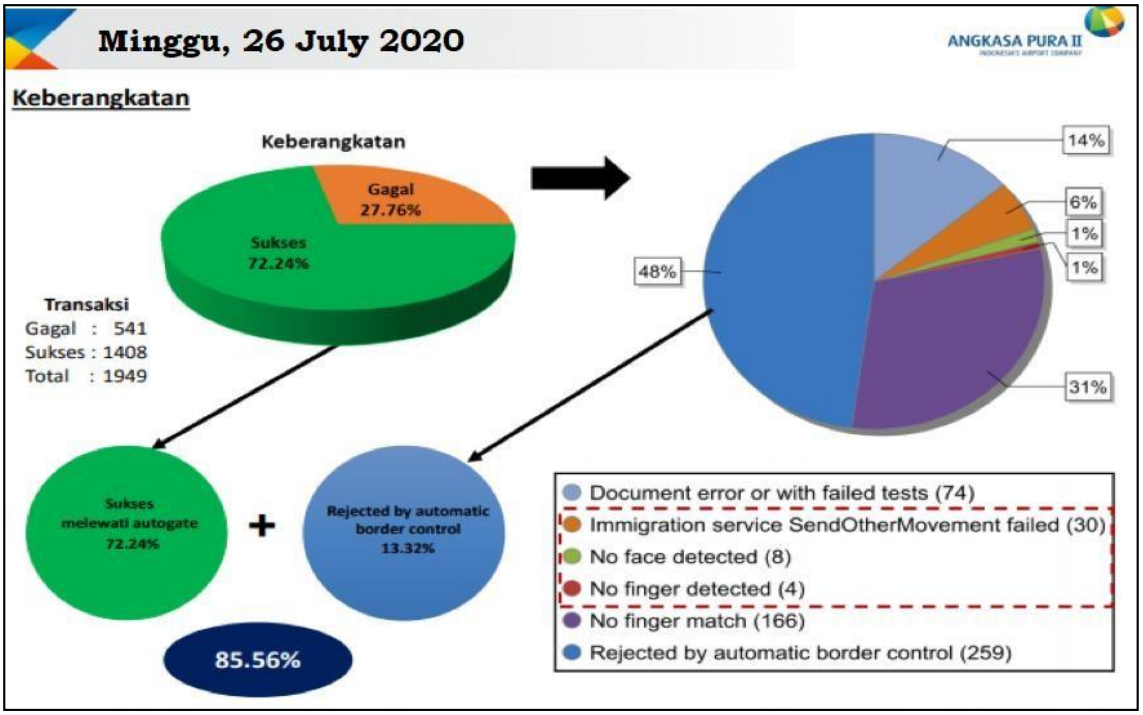

Figure 6. Report of PT. Angkasa Pura II

The Immigration Party as the manager of the autogate machine related to this infrastructure problem has attempted to report to PT. Angkasa Pura II is in charge of all maintenance on the autogate machine in order to repair or replace components and features in the autogate machine so that it can function and run well. This autogate facility will not run optimally if it is not supported by the development of components contained in the autogate system. Because the case that always happens from year to year is the damage to the system or machine that is in this autogate crossing system facility

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Convenience and Security Variables

In the convenience and security variables, the autogate crossing system scores in the very poor category and the immigration crossing system through the counter on the convenience and security variable gets a score in the poor category. Regarding the assessment variable, the autogate system was actually built to make it easier for users, especially Indonesian citizens (WNI) to pass immigration checks. The context of convenience here is in terms of shortening the time in queuing during the immigration inspection process but not overriding the security aspect which is of particular concern to all of us, especially Immigration itself in monitoring user traffic in and out of Indonesian territory.

The first procedure before the door is opened, the user must scan the personal data page of his passport at the passport scan area, when there is no problem the door will open and the next process is to record fingerprints and facial biometrics. If an error occurs or fingerprint and biometric data cannot be retrieved, the user will be locked up and the door must be opened manually through the monitor table. Judging from the workflow of this autogate system in detail, if it fails to follow the instructions, the autogate user will return to the initial flow for the process.

Then the drawback for this autogate system facility is that there is no scan of boarding passes when passengers are at the autogate system facility. If it is seen from the inspection of the manual counter, the inspection also includes checking the boarding pass as stated in the directives of the Director General of General Affairs F.303.iz.03.03.1995. Because it can be a loophole for the emergence of a crime because everyone can use the autogate system even if they don't have a boarding pass. This autogate system facility should have been designed to minimize the accumulation of the number of passengers because Soekarno-Hatta Airport is a large airport located in the capital city of Jakarta which is the main immigration crossing with a large number of passengers.

As for the convenience and security variables at immigration crossings, the process of regular immigration checks at the immigration counter cannot be said to be good. This can be measured (see/assess/feel) through accessibility with a central server regarding substandard data integrity. This problem in the end resulted in a long inspection process for each passer-by, especially those with similar data characters in the deterrent system. This is a reality that must be faced and found in the field. From this fact, it is not surprising that the regular immigration inspection process through the immigration counter takes more time than the international provisions set by the International Civil Aviation Organization (ICAO), which is 1 minute per person.

B. Recommendation

i. Recommendations for policy variables areby making the vision and mission of the institution as the basis for formulating the implementation strategy and application of Information and Communication Technology, especially in terms of the implementation of immigration crossings, making a strategy for implementing internal special immigration crossings at Soekarno-Hatta TPI, then maximizing the implementation of immigration crossing policies, making implementation regulations Immigration crossings that can be carried out consistently so that they can become a priority scale and routine evaluations related to the implementation of the immigration crossing system.

ii. For the HR variable, it is to make planning and policy programs as well as budget support in order to conduct training for officers in a clear and structured manner so that the training program can run optimally and officers can get training according to their needs, especially in terms of skills in handling systems.

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crossings manually or digitally so that officers can be more skilled in the field.

iii. While the recommendation for the infrastructure variable is to plan the procurement of information technology-based infrastructure support facilities, especially in the case of immigration crossings either through autogate or counters while still paying attention to all needs and data information security, compiling mechanisms and scheduling in asset maintenance as well as documenting asset inventory lists. carried out routinely, as well as recommendations for the construction of a data center that is in accordance with good standards and also prioritizes data security factors and can be integrated with SIMKIM.

iv. Recommendations for application system variables are to integrate the system and be able to perform maintenance independently of the autogate machine so that it can function and run optimally, as well as make periodic reports for evaluation of improvements and development of dynamic immigration crossing systems.

v. Recommendations for the security and convenience variables are to cooperate between the immigration authorities and related parties as well as vendors from the private sector. These related parties must be able to fulfill what we need, such as creating a system that prioritizes security interests by connecting directly to the BCM for a blacklist and being able to scan retinas, fingerprints, scan passports quickly and accurately, as well as add features. deemed necessary to accommodate the development of information technology in terms of immigration crossings.

CONCLUSION

Immigration crossing system facility services are the embodiment of one of the visions and missions of the Directorate General of Immigration which is realized through the strengthening of information technology-based immigration management information systems. The implementation of the immigration crossing system is carried out to support the immigration function along the border lines of the Indonesian territory which is carried out by the Directorate General of Immigration. The vision and mission of the Directorate General of Immigration is to fulfill technology-based excellent service, one of which is the construction of an autogate system facility that can support the problem of queue buildup at the Immigration Checkpoint (TPI) and to avoid direct touch by officers in order to prevent brokers from being carried out and make it easier to speed up the process. immigration check. However, in its implementation the immigration crossing system has not run optimally due to various influencing factors. By not maximizing the immigration crossing system through the autogate, resulting in reduced crossing users, it affects the number of crossings, even though in terms of its function in supporting queue buildup and simplifying and speeding up the immigration inspection process, the crossing system through the autogate is a solution to overcome this problem.

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