

Public Service Innovation Through Alien Reporting Application (APOA) At Class II Immigration Office Non TPI Dabo Brief

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Abstract. In the history of human development is the smallest component of a group also known as people who will form a country. Citizens are those who live in a state or territory. Those who choose to live and settle in a certain area in relation to the state. This situation resulted in an increase in tourists being carried out by foreigners so that supervision of foreigners was held by the local Immigration Office. The Foreigner Reporting Application (APOA) is an application developed by the Directorate General of Immigration which is made to facilitate the process of reporting foreigners who will be detected even though they often move accommodation in different areas. Availability of foreigner data including identity, date of entry into Indonesian territory, visa, and residence permit along with movement or place of stay will optimize foreigner surveillance activities. The purpose of this study was to analyze the reporting services for foreigners at the Immigration Office Class II Non Immigration Checkpoints (TPI) Dabo Singkep, Lingga Regency before and after the Alien Reporting Application system was established. This research method uses descriptive qualitative research with 5 (five) informants. person. Retrieval of data that has been collected which is supported by the results of interviews with the success theory approach of Rogers' Innovation. From the results of the study it can be seen that this research has contributed to service innovation through the online stranger reporting application which has been quite successful, but when viewed from the provision of socialization on the use of the Foreigner Reporting Application (APOA) it has not been maximized and the hotel is less effective in informing the use of the Person Reporting Application Foreigners (APOA) to foreigners. And it needs improvement from the shortcomings to adjust the application to make it easier to access the website.

Keywords: Innovation, Service, APOA

1 Introduction

In the history of human development, the smallest component of a group, also known as the people, is the unit that forms a nation. Citizens are those who reside in a state or territory. They choose to reside and settle in a particular territory in relation to the state. Humans cannot live

alone without the help of other humans, and likewise, a nation cannot be separated from its relations with other nations. According to the Preamble to the 1945 Constitution of the Republic of Indonesia, Indonesia has an obligation to defend the fallen nation and all the blood spilled in Indonesia from various threats that endanger the nation's sovereignty, both from within and outside the country.

Based on Law Number 6 of 2011 concerning Immigration, Indonesian Immigration adopts a selective policy that adheres to principles related to human rights and then controls the entry of people into and out of Indonesian territory in an effort to uphold national sovereignty. The existence of outbound traffic. The entry of foreigners certainly has both beneficial and detrimental impacts on the interests of the Indonesian nation. This is the underlying motivation behind the creation of the Immigration Law, as it was created to ensure legal certainty in the immigration sector [1].

Dabo Singkep boasts little-known tourist attractions, despite its island location. These attractions are excellent and frequently visited by visitors from outside the region. Dabo Singkep is a hub for tourism services in the Riau Islands Province, particularly in Dabo Singkep, Lingga Regency. This is evident in the expanding presence of these attractions.

Tourism-related accommodation and other accommodation options in the Riau Islands Province, particularly in Lingga and Dabo Singkep Regencies, reflect the region's significant tourism potential. This is evident in the concentrated distribution of hotels and other accommodation options in the area.

The Foreigner Reporting Application (APOA), developed by the Directorate General of Immigration, allows reporting of foreigners staying in starred hotels, non-starred hotels, or other accommodations [2]. This application facilitates reporting foreigners that may be publicly accessible. The Foreigner Reporting Application (APOA) in Lingga Regency aims to facilitate tracking the presence and activities of foreigners in immigration office workspaces throughout Indonesia. Data is managed in the immigration data center's immigration management information system after being input into the Foreigner Reporting Application (APOA). This data can be used to uphold state sovereignty over immigration policies [3].

The Foreigner Reporting Application (APOA) at the Dabo Singkep Class II Non-Immigration Checkpoint (TPI) Immigration Office aims to simplify reporting the presence of foreigners in Lingga Regency for foreigners seeking accommodation or hotels, and for business owners or foreigners' guarantors [4]. In June 2021, Dabo Singkep implemented this Foreigner Reporting Application (APOA). Therefore, it is evident that the Dabo Singkep Class II Non-TPI Immigration Checkpoint (TPI) Immigration Office must innovate the Foreigner Reporting Application (APOA) considering the growing number of visiting foreign tourists and the expansion of hotels and other forms of accommodation in the work area. This can assist in reporting the presence of foreigners in the Riau Islands Province, particularly in Dabo Singkep and Lingga Regencies. This makes it easier to reach the work location of the Dabo Singkep Class II Non-TPI Immigration Office.

2 Method

This study uses a qualitative descriptive approach to characterize the actual state of innovation in foreigner reporting services at the Class II Non-Immigration Checkpoint (TPI) Dabo Singkep Immigration Office, Lingga Regency, before and after the Foreigner Reporting Application system was implemented. The data source used is primary data and secondary data. The data collection techniques used in this study were interviews, observation, and documentation. The type of data analysis used in this study was qualitative analysis, meaning that

after all the information was collected, the author assessed the informants' data and then compiled it into written form.

3 Discussion

Immigration Services before the Foreigner Reporting Application

1. Immigration Regulations

Reporting of foreigners is regulated in Law No. 6 of 2011 concerning Immigration Article 72 in accordance with immigration regulations, however, this regulation has not been implemented by the Class II Non TPI Dabo Singkep Immigration Office because the website is difficult to access, therefore the Class II Non TPI Dabo Singkep Immigration Office still applies a manual system.

2. Immigration Services

Immigration services in the APOA system are based on offline reporting, depending on the number of reporters who bring files per day. The time for offline reporting is tentative, depending on the number of reporters at Immigration.

3. Communication Channels and Information Systems

Communication channels and information systems for reporting foreigners have been carried out manually. Once a month, the Dabo Singkep Class II Non-TPI Immigration Office requests data on foreigners from hotels and companies that employ foreigners, including their nationality, according to their length of employment. Therefore, reporting foreigners is done manually by visiting each foreigner individually, sometimes directly at the Dabo Singkep Class II Non-TPI Immigration Office, or the hotel may also send data via email to the Dabo Singkep Class II Non-TPI Immigration Office.

4. Efforts from the Agent

Efforts from the Agent before the innovation of foreigner reporting services at the Dabo Singkep Class II Non TPI Dabo Singkep Immigration Office, the Immigration Office provided facilities to foreigners who had reported by staying 1x24 hours at the Immigration Office before they received verification from the Dabo Singkep immigration regarding their reporting process whether it had been received or recorded at the Dabo Singkep Immigration.

5. Complexity

Complexity is the degree to which an innovation is perceived as difficult to understand or use. Some innovations are easily understood by most members of a social system. Therefore, the Class II Non-TPI Dabo Singkep Immigration Office implements a manual foreigner reporting system. Personnel are brought in monthly to record those reporting at each hotel and other facilities. The obstacles and constraints encountered include the lengthy processing time required to complete the requirements, thus hindering foreigners' travel time or achieving important goals in the Dabo Singkep work area.

Immigration Services after the Foreigner Reporting Application.

1. Immigration Regulations

The innovation carried out by the Immigration Office in public services through APOA, is stated in Law No. 6 of 2011 concerning Immigration Article 72. APOA was launched as a form of service innovation to make it easier for foreigners or foreign communities to fill out online

report data, so that the presence of foreigners is detected by the Class II Non TPI Dabo Singkep Immigration Office [6].

2. Immigration Services

An innovation in immigration services, the APOA application can now be downloaded by foreigners from the Play Store using the keyword "Foreigner Reporting." However, if they encounter problems using the APOA mobile application, they can report their concerns through the website apoa.imigrasi.go.id. This feature scans the QR code on the Foreigner Entry Permit Stamp, which then stores the data directly in the QR code-based APOA application [7].

3. Communication Channels and Information Systems

The communication channels and information systems for reporting foreigners have reached the public introduction stage of the APOA application, which has been conducted by the Public Relations and Immigration Office (TIKIM), and the immigration office has conducted direct public awareness campaigns. However, organizations such as tourism agencies, banks, and organizations that permit travel have already announced the need to report their whereabouts through social media. On June 29, 2021, at One Hotel, the Class II Non-TPI Dabo Singkep Immigration Office conducted outreach on the application using mass media and social media platforms such as Instagram and Facebook.

4. Efforts from the Agent

The efforts of the agent in implementing APOA as an innovation for reporting foreigners online are more optimal than before APOA because it is more effective and efficient in the reporting process, and the time is certain in reporting foreigners at the Immigration Office, without having to go to the office, foreigners can also report themselves from personal gadgets by using APOA to make it easier to report foreigners which can be accessed by the public.

5. Complexity

In the process of reporting foreigners through the APOA foreigner reporting application, there are obstacles faced by foreigners such as difficulty accessing the APOA website due to network constraints, the web server is often down/errors and repeated filling in of identity on APOA so that this becomes a problem for both Immigration and the foreigners themselves.

The Foreigner Reporting Application (APOA) was developed in an effort to improve reporting of foreign citizens at the Class II Non TPI Dabo Singkep Immigration Office issued by the Ministry of Law and Human Rights through the Directorate General of Immigration. Based on this, researchers examined the Public Service Innovation program through the Foreigner Reporting Application (APOA) using Rogers' innovation success theory (Sumanjoyo and Hermawan, 2018:32). Researchers identified several mindsets that describe the success of innovation with 4 (four) research dimensions, namely innovation characteristics, communication channels, efforts of agents and social systems to see the success of the Alien Reporting Application (APOA), based on data collection methods using in-depth interviews with 5 informants, observation, and documentation.

1. Characteristics of Innovation

The ability of a new product to be readily accepted by the general public is a hallmark of innovation. If a product has a relative advantage, it will attract customers and have an advantage over competing products. Based on the importance of happiness and satisfaction in the success of an innovation, the relative advantage of a development can be measured.

The innovation of the Foreigner Reporting Application aims to simplify reporting foreigners, which may be publicly accessible. The APOA is necessary to facilitate tracking of the whereabouts and activities of foreigners in immigration offices throughout Indonesia. Data is managed in the immigration data center's immigration management information system after being input into the Foreigner Reporting Application (APOA). This data can be used to uphold the country's sovereignty over immigration policies. Based on the research results, it can be seen that one of the public service innovations implemented by the Class II Non TPI Dabo Singkep Immigration Office to facilitate reporting of foreigners that can be accessed by foreigners is APOA (Foreigner Reporting Application).

2. Communication Channels

To ensure a program's implementation meets its goals and objectives, communication is a crucial component of a company. Because it serves as a means of conveying messages, communication channels are crucial for the success of innovation. Both face-to-face communication and mass media can be used to convey messages. The Immigration Office has established communication channels through various media, including social media and mass media, to inform the public about a new innovation, the APOA application, which facilitates reporting for foreign nationals. To ensure that reporters have accurate information, they also conduct interviews with foreigners who use APOA, especially for vacations. Therefore, the more APOA communication channels, the more people will be aware of the APOA application.

Based on the research results, it is known that the Class II Non TPI Dabo Singkep Immigration Office has provided socialization of the APOA application, but this socialization is not carried out periodically and is only done through mass media such as radio, Instagram, Facebook, and brochures. The community has been socialized in the hope that they will know how to use APOA, but because there are still many foreigners who do not use mass media, new hotel staff and foreigners in general are not aware of the existence of APOA [8].

3. Efforts from the Agent

The efforts of agents are one aspect of successful innovation, as immigration offices strive to improve services and offer something new to the immigrant population. This effort aims to improve the quality of immigration services provided to foreign nationals throughout Indonesia through the Alien Reporting Application Innovation. The purpose of this innovation is to provide clarity, order, and certainty in the implementation of online alien reporting. Consequently, immigration offices must be able to select the right opinion leaders to hire and be able to persuade people foreigners to receive and use this APOA application. Efforts to innovate public services are being carried out appropriately, as they are crucial for foreigners who face barriers to accessing applications. In an effort by agencies to improve immigration service standards, the APOA application can also improve public services and government performance effectively and efficiently. The application of technology to government work with the general public, businesses, and other government agencies is crucial. Based on the research, it was discovered that the Class II Non-TPI Dabo Singkep Immigration Office has provided an explanation of the procedures and service flow for online foreigner reporting, as well as general information on how to use the APOA through hotels. However, issues with the website or links have been reported by the public, as errors occur daily [9].

4. Social System

Communities oriented towards traditional social systems, as modern societies, tend to have a positive attitude towards change, generally value education and knowledge, and have a more open perspective. This is one way to achieve successful innovation. Good and simple interactions with outsiders facilitate new ideas for contributing to the social structure. The existence of an innovative foreigner reporting service takes into account the influence of the social environment. To ensure immigration officials can keep up with the demands of the public service sector, foreigners must keep up with advances and developments in communication technology. This is certainly not difficult, especially for those who already use Android, so they can keep up with the outside community and also benefit and feel more comfortable. Based on research findings, immigration authorities have developed a new method for reporting foreigners online as a way to facilitate, support, and meet the needs of immigrant communities. This is due to the influence of social systems that utilize advances in communication technology. The Class II Non-TPI Dabo Singkep Immigration Office must develop an application and website for the public to access and record data related to online reporting of foreigners. The international community is optimistic about the future of this application [10], [11].

4 Conclusion

The results of the research that has been conducted with the title Service Innovation Through the Foreigner Reporting Application at the Class II Non Immigration Office (Immigration Checkpoint) TPI Dabo Singkep is that the innovation of foreigner reporting services at the Class II Non Immigration Checkpoint (TPI) Dabo Singkep Immigration Office, Lingga Regency before and after the Foreigner Reporting Application system before the Foreigner Reporting Application implemented a manual system where the way for foreigners to report there are several stages, namely coming to the office, and fulfilling the reporting requirements and it takes quite a long time.

Following the introduction of APOA (Foreigner Reporting Application), the foreigner reporting process has been significantly streamlined, as the reporting process can now be accessed using mobile devices, such as Android devices and other devices. Monitoring of foreigners can now be done by viewing data recorded on the APOA website. However, there are still obstacles and constraints.

The issues faced using APOA (Alien Reporting Application) are also very concerning.

Obstacles in the use of APOA (Foreigner Reporting Application) by officers or hotel owners in Lingga Regency. The Class II Non TPI Dabo Singkep Immigration Office implements the APOA (Foreigner Reporting Application) system which is often complained about by officers and hotel owners who want to report tourist visits. Obstacles experienced include inadequate internet network support, the persistence of reporters who are not familiar with APOA (Foreigner Reporting Application), the lack of sanctions for those who do not report foreigners and the lack of reporters' intention to report foreigner data on APOA (Foreigner Reporting Application).

So it can be concluded from the results of the study entitled Service Innovation Through the Foreigner Reporting Application at the Class II Non Immigration Office (Immigration Checkpoint) TPI Dabo Singkep is that the innovation of foreigner reporting services at the Class II Non Immigration Checkpoint (TPI) Dabo Singkep Immigration Office, Lingga Regency before and after the Foreigner Reporting Application system has been quite successful, but if the socialization of the use of the Foreigner Reporting Application (APOA) has not been optimal and the hotel is less effective in informing foreigners about the use of the Foreigner Reporting Application (APOA).

In order for this application to run properly, the Class II Non TPI Dabo Singkep Immigration Office must socialize it more frequently on a regular basis. This research has a contribution from the Immigration office to social services to Foreign Citizens providing adequate services and distributing information on the use of the Foreigner Reporting Application periodically. In this research, the theoretical contribution where this research focuses on data collection of foreign citizens and supervision of those who do not report their whereabouts according to residence or overnight permits as one of the solutions to the evaluation of reporting supervision obtained by the immigration office, so that there are no sanctions given quite heavy and the return of foreign citizens to their areas of origin.

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