ANALYSIS OF IMPLEMENTATION OF LIMITED STAY PERMIT ON-LINE SERVICES AT CENTRAL JAKARTA IMMIGRATION OFFICE

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Abstract— This research aims to analyze the implementation of limited stay permit services on-line, to analyze the constraints and to analyze the efforts undertaken at Central Jakarta Immigration Office. This research used a qualitative approach. Research conducted at the Central Jakarta Immigration Office. This research started in May until July 2016 and utilized the informant. The informants selected are individuals who are believed to understand the research topic. The number of informants is not based on a statistical count, but depending on the saturation of the data obtained.As for the informants in this research include: Head of Section of Information and Communication, Head of Section Status Immigration, concierge service counter foreign Central Jakarta Immigration Office and the sponsor or guarantor foreigners working in Indonesia. Determination of informants was based on purposive sampling technique.The results of the analysis explained that the implementation of limited stay permit online servicesis already implementing aspects of good governance, which includes transparency and accountability. By applying online service, stranger or sponsor who guarantees given the ease and advantages in the application for limited stay permit. Based on observations of researchers found obstacles in the implementation of online services if not immediately solved will affect the assessment of the services provided as well as the image of Central Jakarta Immigration Office.

Keywords— Implementation, Services & Limited Stay Permit Onine.

I. INTRODUCTION

The function of immigration is part of the government of the state in providing services immigration, law enforcement, national security and welfare of the community development facilitators (law no. 6 of 2011 on Immigration). In order to perform these functions well in an era of globalization, the Directorate General of Immigration needs to adapt.

One form of adaptation is done is to increase the quality of service to the community, both domestically and abroad. The development of information technology are accelerating and rapidly so many institutions seeking to improve its quality, especially in the areas of service. One important development is the increasing need for the use of information and communication technologies which serve to generate the information needed to efficiently, quickly and accurately (Moenir, 2006).

The development of information technology are accelerating and rapidly, especially in the areas of service (Abidin, 2010). One important development need for the use of information and communication technologies that serve in an efficient, fast and valid, but it is also easy in the search data when needed. The application of information and communication technologies can help facilitate this (Arif, 2008).

Service is slow, complicated procedures and difficult to follow, a convoluted bureaucracy and uncertainties settlement is a phenomenon of the immigration service complained of by the community over the years. If this is allowed, it will form a bad image to the Directorate General of Immigration. Furthermore, this condition will be detrimental to the public because they have to incur additional costs (Syafiieet.all, 2009).

To improve service performance, the Directorate General of Immigration considers the need to make improvements regarding the public service system repair methods and procedures. One of the immigration permit improved service is the provision of limited stay permit on-line which started to be implemented starting in October 2015.

Limited stay permit is one type of immigration permit granted to foreigners to stay in the territory of the Republic of Indonesia within a limited time period. Through the implementation of the on-line system will be very helpful and simplify application procedures and reduce problems arising

A manual system is considered quite complicated, time consuming and not transparent, so that the Directorate General of Immigration to make improvements in the service mechanism to implement manufacture temporary residence permit on-line.

With the on-line application, foreigners do not need to come to the immigration office to fill out an application form.

Implementation of the system into an on-line may also improve security for holders of temporary residence permits. Thus the sense of security is also increasing. In addition to the security level, on-line system also makes the service process into a paperless so it is more efficient, effective and professional. Implementation of application delivery systems on-line can also provide certainty of completion time but does not eliminate the security aspect.

The implications of the implementation of the system change the way services of previously manual be

computerized on-line system. Implementation of on-line system capable of connecting multiple computers in a network to get the same data with centralized data system.

On-line services since the beginning of 2016 at Central Jakarta Immigration Office. The use of this technology is one of the criteria for a good immigration services to realize the excellent service.With this system, the accuracy of the data will be maintained as the data that is accessed by any computer comes from the same center so that if there is a change to the data then simply make changes to the computer where the data center is stored and automatically other computers connected to the same network will have the same changes as well.

Implementation of on-line useful for obtaining accurate information related to the servicing and monitoring of immigration and immigration administrative support to realize the standardization of procedures in carrying out the duties and functions of immigration.

On this basis, the authors are interested in doing research Analysis of Implementation of Limited Stay Permit On-Line Services at Central Jakarta Immigration Office.

II. MATERIAL AND METHODS

This research is a descriptive qualitative, was beginned from may untilljuly 2016 at Central Jakarta Immigration Office.

The informants selected are individuals who are believed to understand the research topic. The number of informants is not based on a statistical count, but depending on the saturation of the data obtained. As for the informants in this research include: Head of Section of Information and Communication, Head of Section Status Immigration, concierge service counter foreign Central Jakarta Immigration Office and the sponsor or guarantor foreigners working in Indonesia. Determination of informants was based on purposive sampling technique (Rahman, 2009).

Data analysis was performed using the analytical methods to understand and structure the data that has been obtained systematically in order to obtain a description of the problem or situation to be studied. Furthermore, the conclusion drawn using deductive reasoning (Sukanto, 2004: 50).

In this study, the researcher responsible for developing other theories that arise from observations of a group were observed, but researchers also added his own understanding. So that data collection, analysis and theory influence each other (Strauss and Corbin, 1994: 273-274).

III. RESULTS AND DISCUSSION

Increased immigration service is expected to meet the aspirations of the people demanding improved service performance. To realize gains in productivity and efficiency of the immigration service, required an integrated system thereby granting the immigration service and the collection and processing of data can be made more efficient, transparent, orderly, quick, easy, integrated and secure. The utilization of information technology through on-line application is an appropriate way in order to meet these aspects.

Granting limited residence permits on-line is intended to improve the quality of service of the petition on a limited residence permits Foreigners who come or visit to Indonesia.

A. Implementation Services limited stay permit on-line at the Central Jakarta Immigration Office

Limited stay permit applications on-line is an innovative step to improve the quality immigration services to foreigners who want to get a Limited Stay Permit Card in Indonesia by simplifying procedures and requirements as well as the reduction of red tape. Trial Implementation of on-line services began on January 26, 2016 at the Central Jakarta Immigration Office. This service is useful for obtaining accurate information related to the servicing and monitoring of immigration and immigration administrative support to realize the standardization of procedures in carrying out the duties and functions of immigration.

The system also has the ability to store and communicate the biometric data, the type of data that contains data on a person's photograph, fingerprints and signature. This type of data is used to strengthen the identity of a person with a biological characteristic inherent in a particular individual's body. This type of data is important to prevent the replacement of a person's identity illegally (Santoso and Iman, 2004).

On service flow-line starting from representatives take visa, and the applicant reported through on-line application by sending an email and reply emails brought to the immigration office. Further examination documents, data entry, biometric data collection, publication number register, document scanning and document submission.

This makes the process more efficient, effective and professional as provide convenience and benefits for the community because it is faster, open, secure, simple and easy when compared with the service manually (Batinggi, 2008).

Gains derived among others do not need to queue long, the process is very short, and to ensure the completion of application and does not require additional costs for transparency and accountability at every stage of the process so that it complies with the aspects of good governance (Ndraha, 2000).

B. Obstacles Faced in the Implementation Services limited stay permit on-line

Implementation of limited stay permit application on-line to meet the constraints, both internal and external of Central Jakarta Immigration Office.

Internal constraints such as a lack of understanding and employee involvement in the field of information and communication technology, the system is not functioning optimally, so that the process of on-line services is delayed. The process of scanning and capture biometric data often results in failure. This resulted in the repetition of the data collection process, which in turn slows down the whole process that will lead to disappointment for the community (Pasolong, 2007).

While the external constraints faced include the applicant's knowledge of the application is still quite low. This can be caused due to the ability of the applicant's information technology is not adequate (Sinambela, 2010).

In fact the application of limited stay permit on-line yet provide optimal service. Even in some cases, on-line application services actually cause the process to run slower, not timely. This indicates that the application of limited stay permit on-line less can improve the quality of service (Ratminto, 2005).

The system often does not work, so the process of on-line services is delayed. This is caused by the use of technological constraints and a lack of understanding and employee involvement in the field of information and communication technology.

C. Efforts to Do

To overcome the constraints faced, Central Jakarta Immigration Office has and continues to make improvements and enhancements so that the system is running well and on-line services can satisfy the community.

Various actions taken such as the improvement of application systems in order to operate and well integrated. While concerning human resources, Central Jakarta Immigration Office is always encouraging employees who deal directly with on-line services to improve the knowledge and capability through the provision of education and training in order to understand and master the application. In the implementation of the system on-line, if there is a problem, then the solution is needed. Competence of the employees who run the system, especially to make the solution because of the emergence of technical barriers is needed. The ability to create solutions will be very important in the overall success of providing services (Pamudji, 2004).

Also required intensive socialization so that more people are aware of the limited stay permit application on-line, through electronic media as well as directly.

CONCLUSION

Based on the results and discussion, it can be concluded as follows :

1. Implementation limited stay permit online services makes it easy for a stranger or a sponsor who beg limited stay permit
2. There are constraints in the implementation of limited stay permit online services such systems and fittings that are not functioning optimally, low employee competence and lack of socialization about the application permanent residence permit online services to the public.
3. Measures to overcome obstacles in a way to socialize and short training for employees who serve limited stay permit online services order to provide a consumer satisfaction.

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