

Received : November 06, 2021

Accepted : November 13, 2021

Published : February 08, 2022

Conference on Community Engagement Project
<https://journal.uib.ac.id/index.php/concept>

DESIGN AND IMPLEMENTATION OF IMMIGRATION LEGAL INFORMATION RELATED TO THE APPLICATION FLOW FOR ADDITIONAL NAMES ON PASSPORTS AT THE IMMIGRATION OFFICE BELAKANG PADANG

Yudi Kornelis¹, Alif Firdausa²

^{1,2}Universitas Internasional Batam

Email of correspondence yudi.kornelis@gmail.com, aliffirdausa0@gmail.com

Abstract

This practical work program aims to assist the Immigration Office Class II TPI Belakang Padang in providing information on immigration law related to the flow of applications for adding names to passports. As addressed to the public, especially for prospective applicants, with appropriate procedures based on the provisions of applicable regulations. The process of collecting data needed in the design of this project was through field observations and interviews with several authorized immigration officials. The final result of this practical work is in the form of a video slideshow and poster containing a flowchart regarding the flow of the application for adding a name to the passport, which is printed and uploaded through the official Instagram account of the Class II Immigration Office of TPI Belakang Padang.

Keywords: Law, Multimedia Products, Immigration Behind Padang

Introduction

The request for an additional name on page 4 of the passport is a service at the immigration office which is still quite foreign to the public. Application for name addition is a type of application submitted by the applicant to the immigration office for the addition of a name to his passport so that the name has more than one syllable (for certain reasons). After the Saudi Arabian government's policy which stipulates that pilgrims must use an ordinary passport as one of the requirements for prospective pilgrims who will travel for hajj or umrah, the Indonesian government immediately responded to this in a responsive manner. The Government of Indonesia through the Minister of Religion of the Republic of Indonesia and the Minister of Law and Human Rights of the Republic of Indonesia issued Joint Regulation No. 2 of 2009 and No. M.HH-02.HM.03.02 of 2009 concerning Issuance of Ordinary Passports for Hajj Pilgrims. (Kotabumi Immigration Office, 2017) This is a reflection of the mandate in changing the use of passport types and efforts to guarantee legal certainty in the implementation of the pilgrimage. The author's observations during a practical work visit at the Immigration Office Class II TPI Belakang Padang related to this service, namely the application for adding a name to the passport is a special type of service provided by the immigration office

to applicants for certain reasons. Then the submission of an application in this matter is also not as much as submitting an application for an ordinary passport in general. For this reason, the immigration office's attention to this service is considered to be lacking in terms of its delivery to the public.



Source: <https://sipp.menpan.go.id/>

Figure 1.1 The previous flow was related to the application for adding a name to the passport at the Immigration BLP

The following picture is a step that has been taken by the Immigration Office in delivering information through electronic media related to the service process for adding a name to a passport at the Class II Immigration Office of TPI Belakang Padang. But along with the times, new innovations emerged in an effort to improve performance in the service process that made passport services better, on that basis many changes occurred in the process flow. This activity aims to help the Immigration Office Class II TPI Belakang Padang agency, in terms of explaining indirectly through multimedia product facilities to prospective applicants, regarding the flow of applications for adding names to passports. As well as providing information and insight related to the field of immigration law to the public, regarding the service flow for adding a name to a passport based on the applicable regulations.

Problem

The purpose of public services is satisfying and can be in accordance with the wishes of the community or service in general. To achieve this, it is necessary to provide quality services that are in accordance with the needs and desires of the community. Based on the Decree of the Minister of State Apparatus Empowerment No. 62 of 2003 concerning the Implementation of Public Services at least contains ease of access, namely that the place and location as well as service facilities are adequate, easily accessible by the community, and can utilize telecommunications and information technology (Maryam, 2017). Excellent public services can also be realized in the scope of immigration in passport services. In improving the quality of public services, it is necessary to make development efforts based on technology

and information into aspects of government(Charani, Adi, & Latifa, 2021) The initial thing that can be pursued in this improvement is in the delivery of legal information to the public. This information is certainly useful for the public, especially for prospective passport applicants. Applicants who submit applications to the Rear Padang immigration office do not only come from the local community but also people from outside the region. Based on the author's observations, there are problems that often occur on the basis of the lack of information related to this matter, one of which is the incompleteness of the files that are the requirements for the application to add a name to the passport, which automatically makes the application submitted will not be accepted later. The application for the addition of a name on a passport is a service that is present and provided to the public, of course, based on existing legal provisions.

Method

Data collection is a stage in collecting related information, which will be used as material for a design for this PkM activity. Data collection is done through several methods, namely:

A. Observation Method

At that time the author was given the opportunity to participate in experiencing the work environment directly at the Class II Immigration office of TPI Belakang Padang and while making observations. The observation method is a data collection technique using direct sensory observations to obtain effective information. Things that are observed are like the process of implementing services and the information listed around the office area. The results of observations are carried out to obtain the real conditions of events, as material for preparing reports and designing outputs.

B. Interview Method

Interview is a process of communication or interaction to collect information by means of question and answer between the researcher and the informant or research subject (Rahardjo, 2011). In this case, an interviewer directly collects data by asking, listening, and taking data(Alhamid & Anufia, 2019). The parties involved in this interview method are several authorized officials from the Class II Immigration Office of TPI Belakang Padang. The types of questions asked at the time of the interview are questions that are relevant to the objectives of the study

Location, time and duration of activities

The location that is the object of this activity is the Immigration Office Class II TPI Belakang Padang which is located at Jalan Hang Tuah Number 1, Tanjung Sari Village, Belakang Padang District, Batam City, Riau Islands Province. Field activities at the Belakang Padang Immigration Office are carried out for five weeks starting from August 23, 2021 to September 24, 2021. However, if it is calculated

from the initial stage of activity to the final stage of preparing the report, it will take about sixteen weeks or four months

Discussion

The implementation of community service activities at the Immigration Office Class II TPI Belakang Padang is intended to assist the Belakang Padang immigration office in conveying information in the field of immigration law to the public, especially for prospective applicants regarding the application flow for adding a name on page 4 of the passport. The stages of activities carried out include pre-implementation, implementation, evaluation, report preparation, and submission of the final report. The design and implementation is carried out with the main target being certain applicants, for example prospective pilgrims who need a passport that must consist of three syllables, as well as for other applicants with study interests to international work. The output achieved in this PkM activity is participation in the work environment of the Class II Immigration Office of TPI Rear Padang in terms of identifying, designing and implementing multimedia product designs related to information in the field of immigration law. The field work on PkM activities at the Belakang Padang Immigration Office was carried out for four weeks starting from August 23, 2021 to September 24, 2021. The design and implementation process is carried out from the visit stage, data collection, design to implementation. The results of this activity are described in the following stages:

A. Implementation of Activities at the Class II Immigration Office of TPI Belakang Padang

1) Field activities in the first week, Monday 23-27 August 2021:

The author carried out the activities in the first week in the Sub-Order with the agenda of making direct observations, seeing conditions and getting to know the area of the Belakang Padang immigration office.

2) Field activities in week II, Monday 30 August-3 September 2021:

The activity in week II was collecting data related to the initial topic, namely "change of passport data", carried out by the author in the section on intelligence and immigration law enforcement (INTELDAKIM). Inteldakim is one part of the structure of immigration which has the function of supervising and enforcing immigration law. Carrying out field duties, including patrols overseeing the work area of the Belakang Padang covering an area of 64.8 km². Then regarding changes to passport data, each prospective applicant will go through stages at Inteldakim, namely the BAP process.

3) Field activities for the third week, Monday 6-10 September 2021:

To find more information in the third week the author is directed to the Immigration Service or Lalintalkim. The results obtained when the author made observations on the structure of the Lalintalkim section were that cases or problems regarding changes to passport data were very rare, especially at the Padang Rear Immigration Office. For this reason, the Immigration Office is not too focused on informing the public regarding these services. Meanwhile, after discussing with the immigration

service officer Belakang Padang, the author found a subject or problem that could be raised, namely "Adding a Name on Page 4 Passport". This type of application is submitted quite often for both work and educational purposes, and there are still few information facilities related to this service at the Class II Immigration Office of TPI Behind Padang.

4) Fourth week field activities, Monday 13-17 September 2021:

The activity carried out in the fourth week period is data collection. The data collected is more specific data, namely the flow of the application procedure for adding a name at the Immigration Office Belakang Padang. As for the results of an interview with Mr. Kartiko Aji as one of the Immigration Office officials in the service section, he said that regarding the procedure for applying for an additional name on a passport at the Immigration Office of Belakang Padang, namely:

- 1) Register online through the Online Passport Queue Registration Application (APAPO)
- 2) Visit the Belakang Padang Immigration office by bringing the required documents (Original & photocopy)
- 3) Submit an application for an additional name to the Immigration officer on duty in the service division
- 4) The service officer will check the completeness and feasibility of the file
- 5) Fill out Perdim 11 and fill out a statement letter for adding a name stamped with Rp. 10,000 (Ten thousand rupiah).
- 6) The applicant will be asked for information by the officer in the interview stage
- 7) After all the stages are complete, then the applicant can wait until the passport is finished and can be taken (Aji, 2021).

From the description of the data that will be used as the basis of the output design and later also to be implemented.

5) Activity for week V, Monday 20-24 September 2021:

At this stage, it is the author's stage to design an output in the form of a flowchart regarding the flow of the application for adding a name on page 4 of the passport. This activity was carried out in the structure of the Immigration Information and Communication Technology (TIKIM) section. The author made the design in consultation with the TIKIM officer so that the resulting design was attractive and in accordance with office procedures and did not violate the applicable law.

B. The resulting output

The development of information technology affects the operational activities of a company or government agency, each of them is required to carry out various innovations and marketing through various media and activities to compete with competitors through competitive advances. One of the innovations that must be carried out by a business organization is to innovate in digitalization which has become part of the lives of Indonesian people (Lestari & Fachrodji, 2017). Likewise, what should be done by government agencies, the immigration office must always be creative in conveying immigration law information so that the submissions are

easy to understand and can be accessed by the public. The resulting output is in the form of a flowchart and video slideshow regarding the Application Flow for Adding a Name on Page 4 of a Passport at the Class II Immigration Office of TPI Rear Padang. The following is a form of output produced in PkM activities at the Immigration Office Belakang Padang:



Figure 3.1 Flowchart of the application for adding a name to the passport at the Immigration Office Behind Padang



Figure 3.2 Video slideshow of the application flow for adding a name to the passport at the Immigration Office Behind Padang

C. PkM Implementation Model at the Immigration Office Class II TPI Belakang Padang

Advances in technology have encouraged government agencies, companies and offices to communicate with citizens / consumers through computer networks and the internet. Along with the development of technology that is so fast and efficient in information, it encourages government agencies to use information technology where its use provides improvements in the provision of public services in various sectors. One of the factors that causes the use of technology in public services is the need for fast, accurate, precise, and integrated information (Wilonotomo & Aji, 2018). In line with this, which after the design product is said to be feasible by the immigration office official in the TIKIM section structure, the implementation of the output is carried out through a social media approach. Publishing the results online through the official Instagram account platform belonging to the Padang Rear Immigration Office aims to make the delivery of information on immigration law services to the public more effective and efficient.



Figure 3.3 The implementation of the outputs is carried out at the Class II Immigration Office of TPI Belakang Padang

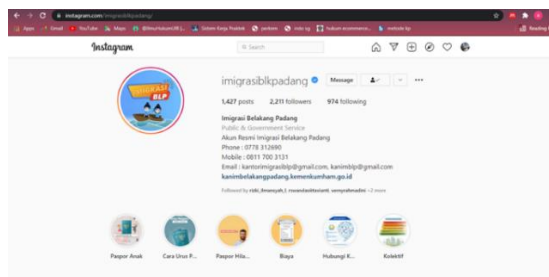


Figure 3.4 The official Instagram account profile of the Belakang Padang Immigration Office



Figure 3.5 The resulting output post is a flowchart

Source: <https://www.instagram.com/p/CUZ6CZpvn7V/>



Figure 3.6 The resulting output post is in the form of a slideshow video

Source: <https://www.instagram.com/p/CUZ5Ox5MpBG/>

Conclusion

The Class II Immigration Office of TPI Belakang Padang is in charge of carrying out immigration duties in the field of licensing and travel document services. Located at Jalan Hang Tuah Number 1, Tanjung Sari Village, Belakang Padang District, Batam City. This activity is carried out using an empirical approach, namely through field observations, interviews and contributing to the work environment of the immigration office. Application for additional names on page 4 of the passport (Endorsement), is one of the services provided by the Immigration Office for passport holders who need it. This service is still rarely known by passport applicants and the general public, for this reason this PkM activity focuses on helping the Belakang Padang Immigration office to provide information in the field of immigration law related to the application for the addition of the name, especially for prospective pilgrims and prospective applicants for additional names with other matters. Submission of information related to the application service for adding a name to a passport is realized in a multimedia product design, the results of which have been successfully published through social media and implemented in the Class II Immigration Office of TPI Rear Padang. Information related to the flow of applications for adding a passport name at the Immigration Office of Belakang Padang was conveyed through a multimedia product design with a flowchart type, the results of which were successfully published through social media and implemented in the Class II Immigration Office of TPI Belakang Padang. Thank you to the supervising lecturers and all ranks of the Class II Immigration Office of TPI Belakang Padang who have helped during this PkM activity. With this kind of activity, it is hoped that it can assist the agency in conveying legal information, especially in the field of immigration, as well as providing new education and knowledge to the public and each prospective applicant.

Bibliography

- Aji, K. (2021, September 14). Flow of Application for Adding a Name to a Passport at the Immigration Office Behind Padang. (A. Firdausa, Interviewer)
- Alhamid, T., & Anufia, B. (2019). Resume: Data Collection Instrument. *osf.io*, 1-20.
- Charani, N., Adi, TP, & Latifa, D. (2021). Application of Online Passport Queue Registration (APAPO) Application in E-Government Perspective. *Journal of Public Policy*, 11, 83-88.
- Kotabumi Immigration Office*. (2017, February 15). Retrieved from Kotabumi Immigration: <https://kotabumi.imigration.go.id/berita/unjuk-nama-haji-umrah>

Lestari, H., & Fachrodji, A. (2017). The Influence of Marketing Communication on Interest in Buying Products. Multimedia Pt. Balai Pustaka (Persero) Mediation of Consumer Attitudes. Researchgate, 151-165.

Maryam, NS (2017). Realizing Good Governance Through Public Services. Journal of Political Science and Communication, 6(1), 1-18.

Rahardjo, M. (2011). Qualitative Data Collection Methods. Research Repository, 1-4.

Wilonotomo, & Aji, KP (2018). The Service of Making Pappors in Their Study of the Theory of the Benefits of Information Technology. Scientific Journal of Legal Policy, 12(2), 163-177.