

# Juridical Review of Immigration Control at TPI Soekarno-Hatta: Comparison of Icao Literature, International Best Practice, and Immigration Office E-Office

Erlangga Eka Saputra<sup>1</sup>, Lasbeth Parulian Lamsihar<sup>2</sup>, Muhammad Bintang Anggriawan<sup>3</sup>  
<sup>1,2,3</sup>Hukum Keimigrasian, Politeknik Imigrasi, Indonesia

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## ABSTRACT

The development of information and communication technology as well as the flow of globalization in this era has provided many conveniences related to transnational travel, in this case migration between countries is an interesting phenomenon. Because these migration flows can cause a threat to the security and defense of a country. With a research model that focuses on immigration checkpoints that include human variables, documents, country of origin, country of destination. These variables will be analyzed to obtain data containing weaknesses in the immigration cross-border inspection system followed by a formula to improve the cross-border inspection system at Indonesian immigration checkpoints. With the hope that safe and effective services will be achieved, followed by the disintegration of the nation and state. It is also necessary to pay attention to improving the cross-border inspection system at immigration checkpoints. Indonesia can see inspection standards abroad that have been proven safe and effective as a reference in improving immigration inspection services.

## ABSTRAK

Perkembangan teknologi informasi dan komunikasi serta arus globalisasi pada era ini telah memberi banyak kemudahan terkait dengan melakukan perjalanan transnasional, dalam hal ini migrasi antar negara menjadi suatu fenomena yang menarik. Karena arus migrasi tersebut dapat menyebabkan suatu ancaman terhadap keamanan serta pertahanan suatu negara. Dengan model penelitian yang berfokus pada pos pemeriksaan imigrasi yang mencakup variabel manusia, dokumen, negara asal, negara tujuan. Variabel-variabel tersebut akan dianalisis untuk memperoleh data yang berisi kelemahan di sistem pemeriksaan lintas batas keimigrasian diikuti dengan formula untuk meningkatkan sistem pemeriksaan lintas batas di pos pemeriksaan imigrasi Indonesia. Dengan harapan agar tercapai pelayanan yang aman serta efektif yang disusul dengan terciptanya disintegrasi bangsa dan negara. Perlu juga diperhatikan dalam meningkatkan sistem pemeriksaan lintas batas di pos pemeriksaan imigrasi Indonesia bisa melihat standar pemeriksaan di luar negeri yang sudah terbukti aman dan efektif sebagai acuan dalam peningkatan pelayanan pemeriksaan keimigrasian.

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### Corresponding Author:

Erlangga Eka Saputra,  
Hukum Keimigrasian  
Politeknik Imigrasi  
Jalan Raya Gandul No. 4, RT.07 / RW.08, RT.5/RW.6, Gandul, Kec. Cinere, Kota Depok, Jawa Barat 16514,  
Indonesia  
Email: Erlanggaes1709@gmail.com

## I. INTRODUCTION

The development of information and communication technology in this era has provided many conveniences related to transnational travel, in this case inter-country migration is an interesting phenomenon at this time. The development and movement of globalization, especially in the flow of migration which is so fast, has caused the boundaries between countries to become just imaginary lines and seem to be borderless from one country to another (Ginantra et al., 2020).

In addition, the events of November 11, 2001 in New York have encouraged each country to pay more attention and implement new border policies. Since then, cross-border issues have become the subject of ongoing research and beyond, including in Indonesia. The study itself is not only seen from a security perspective but also from various multidimensional perspectives (economic, social, political, legal, demographic, and multidisciplinary), as well as from various perspectives (multidimensional) (Kusuma et al., 2019).

In Indonesia, the presence of foreigners, especially in terms of when and where they leave Indonesia, is difficult to feel, so they enter Indonesia. This is because data collection from the issuance of documents, permits, and other immigration tasks is still done manually and is not managed online. There is no reliable database yet, and there is no direct communication network between the central office and places of detention. data collection on foreigners in Indonesia can take a long time (kurniasih, 2008).

The formulation of the problem in this study is, first, how is the immigration inspection system at the existing immigration checkpoints, where are the weak points seen from the point of providing fast service and the level of security? Second, how to make an effective and safe inspection system, should it be now?

## II. METHOD

This study will focus on immigration checkpoints in the form of international airports, especially how immigration checks work to supervise Soekarno Hatta Airport. This activity covers aspects of service and security, on the one hand, is systematic globalization, including transnational crime, and on the other hand it is directly related to national security. In addition, this process will look for weaknesses in immigration test scores and then match them with universal provisions issued by ICAO, international best practices and Indonesia's e-office immigration program. The variables analyzed were: people, documents, country of origin, country of destination. All are analyzed to come up with a formula to improve the cross-border checking system at Indonesian immigration checkpoints.

## III. RESULT AND DISCUSSION

### **Analysis of the Inspection System at Immigration Checkpoints.**

According to the research methodology, this research should cover two main factors: quality of service and security. These two factors are integrated into the immigration control system. Researchers have been driven in this direction by qualitative research methods to specifically seek data through the use of techniques such as interviews and observation. What is found in the conversation is compared with other sources through the conversation. The results of the meeting were then verified in the field using observation techniques. If so, the expert source will confirm what the observations have found. This is done to ensure the reliability of the results. All of this information is collated, researched, and analyzed using a combination of primary and secondary sources, such as textual notes, electronic databases, and photographs, to produce a central statement (Muliadi & Raspati, 2019).

### **Service Aspect.**

The services provided by the immigration office consist of the services themselves, the facilities used to provide these services, the personnel employed to provide these services, the resources used

to achieve these results, and the results of these results in the form of a report. Similar to the system as a whole, these aspects can be broken down into several subsystems, such as workforce structure, management effectiveness, availability of resources such as computers, and the effectiveness of using information technology (Pranata, 2020).

### Service Delivery.

Shipping services at Soekarno-Hatta Airport are still operated manually both for takeoff and landing. Visitors to the immigration screening area bring the required documents and visually compare the documents stamped by the immigration officer with those stamped by the visitor. The information on the document owner's visuals is prioritized for the benefit of all interested parties before other information is revealed. These details can be found on various official documents, such as a passport, driver's license or immigration card. Some countries issue currencies with special features that make them machine readable; this currency is sometimes referred to as "machine-readable currency" (MRP). The information contained in the MRP shipping manifest has a barcode-readable data space. This is the official launch of MRRZ (Machine Readable Readout Zone) (MRZ). This property is a contractual provision recommended by ICAO. The information contained in the MRZ is a translation of biographical passport data into coded form and can only be read by specially designed machines (Tjiptabudi, 2018).



**Figure 1.** MRP passport with Machine Readable Zone characteristics at the bottom of the biographical page (left photo) and sweeping process (right photo).

The procedure is to read the MRZ section aloud to readers at each immigration checkpoint along the Soekarno-Hatta highway, with the appropriate data displayed on the computer screen. The information presented by MRZ must be in accordance with biographical details that can be read without using special devices. Barcodes are unreadable by scanners, and any discrepancy between the information presented and what appears on the document's biography page should be a red flag. The sweeping process involves not only removing blocked users from the system but also re-registering them (data entry). With the availability of this reading tool, it allows validation and fast data collection by the counter staff. The next step is checking authorization on passports and other supporting documents (foreigners only) (Arifin & Nurkumalawati, 2020). Most visitors to Indonesia currently wear the special MRZ visa stamp. TPI Selaparang's computer only functions as a watchlist. During conditions at Soekarno-Hatta Airport, incidents like what happened there are not uncommon. Selaparang Airport's steps do not include looking for evidence (Arifin & Nurkumalawati, 2020).

### Service Facilities.

The existence of computer facilities at all immigration checkpoints in Soekarno-Hatta, both for submitting MRP data and making blacklists, is believed to help carry out tasks efficiently and effectively. However, if this equipment is damaged, none of this type of work can be carried out by the crew. Therefore, the use of counters is prohibited. Only in the event of a total system failure, such as a power outage or LAN problem, will manual testing (performed without the aid of IT equipment) be performed. Such conditions clearly impede the service delivery system. Long haul airline passengers have to spend a lot of time in the immigration zone because some of the runways are not used (Mankiewichz, 1968).



**Figure 2.** Long queues at the Soekarno-Hatta Immigration arrival counter during peak hours.

Immigration checkpoints are located around airport buildings and other structures that cannot be changed. As a result of the current situation, expanding territory or adding more counters was no longer an option. As a result, long queues are predicted to occur if many aircraft carry out coordinated activities, especially close-range aircraft encounters. Due to a lack of resources, Immigration is unable to process individual tourist visa applications in less than 30 days. In this regard, Angkasa Pura and the Airport Administrator<sup>53</sup> have been regularly updated on this subject thanks to repeated communications from the Head of the Immigration Office, Soekarno-Hatta.

Based on interviews and observations, this study concludes that the current Soekarno-Hatta Airport facilities are inadequate. In fact, the growth in the number of flights led to an increase in the demand for aviation services. Improved accessibility to means of communication, transportation, and information gathering have all been affected by globalization. While this is happening, the current space authorities are unable to prepare for it.



**Figure 3.** Large space for business in the Soekarno-Hatta Immigration departure terminal (left) Commercial advertisements in the arrival area (right).

Long waits at the airport can occur when multiple flights arrive at once (especially those departing from Europe, which is a top priority for processing visas on arrival). Based on the investigative findings, officers knew that there were only two places available in terminals D and E (Kim et al., 2020).

**Human Resources.**

HR is the most important component in the airport inspection system to prevent illegal immigration. All personnel involved directly or indirectly in the operation of border checks for immigration are included in this source of power. Different human resources play different roles at the airport here, according to their respective functions and responsibilities, as explained in Section II, Section 2 of this study. The implementation of this task, however, already has a set of established guidelines. However, this research has found several things that are a weak link in the provision of services at this airport (Kurniawan et al., 2017).

### **Document Security Features.**

Only with the right international travel document, more commonly known as the passport from your home country, can you embark on a transnational journey. The scope of this research has been discussed (Chapter I.5). Every travel document is often created with security features included in the document itself. This includes the use of certain types of paper and the development of printing technology that allows the printing of special indicators when passports are checked. Some evidence of document reading features may be visible to the eye, while others require the use of additional tools. These features can assist law enforcement in finding lost or compromised documents. The problem here is how simple it is to cheat the system which is a tool that is often used and has many advantages and disadvantages. Consider switching to a different paper type. One case shows that very similar paper was used for criminal purposes. However, law enforcement officials can detect several signs of damage that do not meet the standards, such as the absence of certain signs when paper is exposed to ultraviolet light (Rizaldi et al., 2015).

### **Document Reader Technology.**

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### **Block List.**

You can count on seeing the block list at every international airport you pass through. Every country has something like this on their official register, especially along major highways. Each country gives these lists different names, such as "watch list," "control list," or "warning list." Each country's contents and manufacturing systems may be unique.

Problems encountered so far with this comprehensive cephalic database relate to shipping, data updates, and database features. All shipments are carried out manually by the Bureau of Policy and Management of the Directorate of Immigration Investigation and Enforcement of the Jakarta Immigration Bureau. If absolutely necessary, sending important data is done via telex to certain airport groups and immigration offices that are considered the most important. Mailing manual registration forms can take some time. In addition, new data is sent every six months in the form of a complete database book, both paper and electronic, to make it easier for database users to update their information (Farachiyah et al., 2020).

### **Law enforcement.**

Aspects of law enforcement at the Immigration Office in relation to the duties and responsibilities of the agency. All applicable laws apply to employees according to various labor regulations. Meanwhile, non-existent law enforcement will lead to confrontations such as violations of immigration service standards at inspection facilities. In some cases, the General Briefing has addressed problems found in the field. This is intended to facilitate the settlement process (Syahrin, 2019).

### **Data Management.**

Data management at Immigration checkpoints follows the procedures and formats set by the relevant authorities. The information collected is statistically analyzed and then sent to the regional

head office of the Immigration Service to be forwarded to the relevant regional office. The problem lies in the fact that the data is only managed up to the activity level and national statistics. There are no further requirements, such as making a complete guest list with holiday dates (Dewanti, 2018).  
 Fake Passport Case.



**Figure 4.** A French passport whose photo has been replaced with a photo of another citizen from Iran.  
**Fake Visa Case.**

A total of 107 people from Sri Lanka were arrested by immigration officials on June 8 after using a technique similar to that described in the cases above, where fake documents were used in place of valid ones. This includes the use of fake photos and visas. They allegedly entered Indonesia with fake visas. Some came from the Riau Archipelago, some entered through Soekarno-Hatta Airport. After hiding in Indonesia, they were caught red-handed. According to them, Indonesia is only a stopover on the way to the next country.



**Figure 5.** Fake visa news. Kompas 10 June 2006.

This visa fraud case is a symptom of service and security problems. Investigations revealed that some Sri Lankan penguins entered Indonesia through Soekarno-Hatta Airport using fake visas. This visa can be overstayed because it is not detected or because the local police are lazy. Similarly, security concerns include the fact that border patrol agents sometimes overlook security features found on passport documents and visa stamps in passports. However, the most important factor in the following years was the expansion of the law. These cases of visa fraud are very important to Immigration and can be legally investigated by Immigration Service employees (Monnerat et al., 2007).

### Passed Block

On September 22, 2007, a group of Korean nationals led by JANG JIN SIK were deported from Indonesia for illegally entering the country. The Directorate of Education and Immigration Services sent the required documents on December 19, 2007. However, he obtained the work visa in Seoul and returned to Indonesia on December 20. I want to start using the new currency as soon as possible, not when it says. Dan jang received the remaining permissions. Due to legal reasons, the immigration authorities have decided to deport him from Indonesia.

Blocked data was late for entry to Ngurah Rai Airport, which could trick officers by using different documents, and the Denpasar Immigration Office gave permission to stay without receiving blocked data. Some drawbacks in the current ekal system:

1. Manual data submission,
2. The system is easily damaged, and
3. The blocked database is disconnected.

This shows that the attitude of airport immigration officers has a major influence on the quality of service they provide to passengers (Widyakusuma, 2019).

## IV. CONCLUSION

The conclusion has been obtained through the research conducted, namely, the cross-border immigration inspection system found several weaknesses so that effective and safe services were not achieved and also created the disintegration of the nation and state. This happened because there was no system that was integrated and connected directly to each other in the immigration cross-border system. In addition, a nationally integrated immigration inspection system has not been found in the immigration database, so it is very difficult to monitor a person's whereabouts, both when they enter, while in Indonesia, and when they leave. Several cases were found to corroborate the results of this study. Second, there are two ways to overcome some of the weaknesses in cross-border immigration. The first way is to improve and develop the system that has been implemented in several Immigration checkpoints in Indonesia to become a national scale. In order to obtain an inspection system that is integrated and connected directly (connected real time on line). The second way is to adopt a system that has been used by other countries which has proven to be safe and effective to complement these improvements.

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