

Problematika Keputusan Penundaan Penerbitan Paspor oleh Pejabat Imigrasi Berdasarkan Perspektif Human Security (Studi Pada Kantor Imigrasi Kelas I Khusus Non TPI Jakarta Barat) = The Issue of Delayed Passport Issuance by Immigration Officers from a Human Security Perspective (Study at the Special Class I Immigration Office Non-TPI West Jakarta)

Adhista Cahya Mustika, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920547821&lokasi=lokal>

Abstrak

Imigrasi merupakan salah satu instansi yang bergerak di bidang pelayanan publik. Meskipun demikian, Imigrasi memiliki empat fungsi keimigrasian selain pelayanan, yaitu penegakan hukum, keamanan negara, dan fasilitator pembangunan masyarakat di mana ketiga fungsi selain pelayanan kerap kali diabaikan oleh masyarakat. Hal ini menimbulkan tuntutan masyarakat yang tinggi terhadap pelayanan sehingga mengabaikan ketiga fungsi lainnya. Salah satu fungsi pelayanan yang dilaksanakan oleh Imigrasi adalah pelayanan penerbitan paspor Republik Indonesia. Dalam melaksanakan fungsi pelayanan pada proses penerbitan paspor RI, Pejabat Imigrasi juga mempertimbangkan fungsi penegakan hukum dalam bentuk pengawasan keimigrasian. Melalui proses pengawasan keimigrasian maka dimungkinkan bagi Pejabat Imigrasi untuk melakukan penundaan penerbitan paspor terhadap masyarakat yang disebabkan oleh beberapa faktor yang sejalan dengan teori human security atau keamanan manusia. Tujuan dari penelitian ini adalah untuk menganalisa faktor-faktor apa saja yang menjadi penyebab seorang Pejabat Imigrasi mengambil keputusan untuk melakukan penundaan permohonan paspor bagi masyarakat serta kendala yang dihadapi dan memberikan solusi yang tepat dalam rangka mengatasi permasalahan tersebut. Penelitian ini menggunakan metode kualitatif dengan menggunakan sumber data yang diperoleh melalui kajian literatur serta pelaksanaan wawancara terhadap narasumber yang memiliki pengalaman di bidang terkait. Hasil penelitian menunjukkan bahwa beberapa faktor yang menyebabkan Pejabat Imigrasi melakukan penundaan terhadap penerbitan paspor antara lain berkas persyaratan permohonan kurang lengkap, pemohon memberikan keterangan tidak benar saat proses wawancara dalam rangka penerbitan paspor, pemohon terindikasi sebagai Pekerja Migran Indonesia Non-Prosedural. Adapun kendala yang seringkali dihadapi oleh Pejabat Imigrasi adalah terkait dengan keluhan yang disampaikan oleh masyarakat terkait pelayanan yang diberikan karena dinilai mempersulit sehingga memperburuk citra Imigrasi pada umumnya. Selain itu Pejabat Imigrasi menghadapi dilema dalam pelaksanaan tugasnya karena dituntut untuk memberikan pelayanan prima terhadap masyarakat namun di sisi lain tetap harus memperhatikan aspek pengawasan terhadap permohonan paspor yang diajukan oleh masyarakat dalam rangka mewujudkan human security atau keamanan manusia.

.....Immigration in Indonesia is known as one of institution that operates in the field of public services. However, immigration has four immigration functions apart from services, namely law enforcement, state security, and facilitator of community development, where the three functions other than services are often ignored by the community. This leads to the high expectations from the community about public services, thereby ignoring the other three functions. One of the services carried out by Immigration is the Republic of Indonesia passport issuance service. In carrying out service functions in the Indonesian passport issuance

process, Immigration Officers also considering the law enforcement function in the form of immigration supervision. Through the immigration control process, it is possible for Immigration Officers to delay the issuance of passports for the public due to several factors that are in line with the theory of human security. The aim of this research is to analyze the factors that could possibly affecting the Immigration Officers decision to postpone the issuance of passport application, defining the problems that often faced by Immigration Officers and providing appropriate solutions in order to overcome these problems. This research uses qualitative methods using data sources from literature reviews and interviews with the people as informant who have experience in related fields. The result of this study showed that several factors causing Immigration Officers to postpone the passport issuance are including incomplete application requirements, the applicant providing incorrect information during the interview process in order to issue the passport, the applicant being indicated as a Non-Procedural Indonesian Migrant Workers. The problems that are often faced by Immigration Officers are related to complaints submitted by the public regarding the services provided because they are considered to be difficult and thus worsen the image of Immigration in general. Apart from that, Immigration Officers face a dilemma in carrying out their duties because they are required to provide excellent service to the community, but on the other hand they still have to pay attention to aspects of monitoring passport applications submitted by the community in order to realize human security.