



The Role of the Surabaya Special Class I Immigration Office in the Prevention of Illegal Indonesian Workers Based on Law No. 6 of 2011

Aldi Ferdian Basari¹, Amirul Mustofa², Ulul Albab³, Widyawati*⁴

^{1,2,3,4}Fakultas Ilmu Administrasi, Universitas Dr. Soetomo, Surabaya, Indonesia

Email Correspondency: widyawati@unitomo.ac.id

Abstract. *This study aims to describe and analyze: the role of the Surabaya Special Class I Immigration Office to prevent Illegal Indonesian Workers and what are the obstacles and efforts made. The research method to be used is qualitative descriptive. Data Collection Techniques include: Interviews, Observations, Documentation. The research informant is the Head of the Surabaya Special Class I Immigration Office. The data analysis technique using interactive model analysis was developed by Miles et al., (2014), namely data condensation, data presentation, and conclusion drawn. The results of the study show that the Surabaya Special Class I Immigration Office has a role as a regulator carried out by providing understanding and socialization to the public about the dangers of illegal migrant workers who will not get legal certainty in their placement areas. As a regulator, immigration supervision of Indonesian citizens is carried out when applying for travel documents, either out or into Indonesian territory or being outside Indonesian territory. As a facilitator, providing Travel Documents of the Republic of Indonesia (DPRI) to every citizen who will travel abroad as long as there are no burdensome things. The obstacles faced are Indonesian Prospective Workers who still often forge documents, still often abuse Travel Documents, lack of awareness of Indonesian Prospective Workers in compliance with Immigration documents. Some of the efforts taken include regular Counseling and Education, Pre-Immigration Consultations. Strengthening Cooperation with Recognized and Licensed Official Placement Agents. Strict Monitoring and Supervision of activities related to immigration. Strict Law Enforcement on placement agencies or prospective migrant workers involved in non-procedural practices. Collaborate with relevant agencies such as the Ministry of Manpower, the police, and migrant worker protection agencies to exchange information and support comprehensive prevention efforts such as the Indonesian immigration security agency.*

Keywords: Role, Immigration, TKI, Illegal

1. INTRODUCTION

Work has a very important meaning in human life so that it is needed by everyone. For Indonesian citizens, work is meaningful as a source of income to meet the needs of life for themselves and their families. It also means as a means to actualize oneself, so that a person feels that his life becomes more valuable for him and the people around him. Everyone is able to do work to produce goods or services, both to meet their own needs and for the community, which can include everyone who works by receiving wages or other forms of compensation (Wijaya and Rifai, 2017).

The large number of unemployment experienced by the community itself makes workers willing to do any job to continue their lives so that they become stable. One of the thoughts that comes to most people's minds to overcome this is to become an Indonesian Worker (TKI). The shadow of a larger salary abroad and the variety of types of jobs available there have made many people want to become a migrant worker. Becoming a migrant worker is a blessing, especially in the condition of a society that is said to be lacking.

In an effort to overcome unemployment, the government launched the Indonesian Worker (TKI) placement program which focuses on aspects of coaching and protection and provides convenience to related parties who are specialized for migrant workers and Indonesian Labor Placement Service Companies (PJTKI). The Indonesian Labor Placement Program (TKI) is a national program in an effort to improve the welfare of workers, their families and the development of the quality of Human Resources (HR).

In addition, there is also a Inter-Country Work (AKAN) program that utilizes the international job market through improving the quality of labor competencies with optimal protection before the departure of prospective migrant workers so that while working in the destination country until they arrive back in Indonesia. Unfortunately, the reality is very different from what was previously desired, this is due to the inflexibility of the files that must be owned by prospective migrant workers and forcing themselves to go abroad to look for a job (Pasondaar Amir, 2016)

Everyone can leave Indonesian territory after receiving a departure sign or certain sign applied by immigration officials at the immigration checkpoint on the way to leave Indonesian territory. After obtaining an entry permit or permit applied to a foreigner's visa or travel document, to enter Indonesian territory granted by the immigration officer at the immigration checkpoint (Koerniatmanto, 1996)

One of the fundamental problems for Indonesia related to foreign relations is the problem of migrant workers, on the one hand this migrant worker is a source of foreign exchange for the country but on the other hand prospective migrant workers often force themselves to work abroad in the hope of getting a comfortable job and a large salary, so that prospective migrant workers dare to use any means to still be able to go abroad even though they have to pay high fees because they do not have the complete documents according to the requirements regulated by Law. This is what is commonly termed in the law as illegal migrant workers, if this illegal migrant worker manages to escape abroad, and in the process of his work makes a mistake so that he violates the law in the country where he works, this becomes difficult to get protection by the country where he is a citizen, because from the beginning he is not registered as an official migrant worker at the Indonesian representative office in the country where he works.

Regarding this, the active role of the state is very necessary to discipline its citizens, so the government issued Law Number 6 of 2011 concerning Immigration which then gave attribution authority to the Ministry of Law and Human Rights of the Republic of Indonesia (especially the Directorate General of Immigration). In carrying out its duties, immigration has an important role in terms of traffic for people who will leave or enter Indonesian territory,

including the issuance of Travel Documents of the Republic of Indonesia, the granting of immigration permits and conducting supervision related to the existence and activities carried out by foreigners. In addition, immigration is also responsible for preventing Indonesian citizens from becoming prospective illegal migrant workers abroad (Norman, 2012).

Considering that at this time there are several agencies and institutions that supervise and implement the protection of migrant workers, measurable coordination between these agencies or institutions is needed so that the results are maximized. If coordination does not go well, it is certain that the protection of migrant workers will become Persian and tend to be ineffective (Yolanda 2020).

The Special Class I Immigration Office of the City of Surabaya needs further and firm handling by the people of Surabaya City not to become Indonesian workers of illegal migrant workers who are non-procedurally for the sake of their comfort and safety in working in neighboring countries, a regular counseling for migrant workers who will depart needs to be carried out so that those who are blind to the law, procedures will understand and understand and they will understand how to become the correct TKI so that they are recorded by the state as Indonesian workers. The Surabaya City Immigration Office also provides the service of managing migrant workers' passports in a transparent and easy manner so that it is avoided by brokers as well. In addition to the issuance of reinforcement at the Immigration Checkpoint (TPI) of Juanda International Airport, 1,107 Non-Procedural Indonesian Migrant Worker Candidates (CPMI NP) have been postponed until the first week of December 2024.

Indonesian labor trafficking abroad has become a significant phenomenon in recent years until now the Indonesian government continues to make efforts to deal with it. The reason is that the role of immigration is very important in supervising citizens who will travel out of and into the country. Where one of the factors for the existence of non-procedural migrant workers is from the process of making travel documents that are not properly supervised so that there is a potential for human trafficking crimes. Supervision of immigration is part of the law enforcement of the Republic of Indonesia to maintain the safety of Indonesian citizens in preventing non-procedural migrant workers. Based on this, this study aims to more broadly describe and analyze the role of the Surabaya Special Class I Immigration Office to prevent the existence of Illegal Indonesian Workers based on Law Number 6 of 2011 and what are the obstacles faced and the efforts made by the Surabaya Special Class I Immigration Office in its role to prevent the existence of illegal Indonesian Workers based on Law Number 6 of 2011.

2. THEORETICAL STUDIES

Menurut role theory is said to be a set of behaviors that have differences. A role based on a dynamic aspect is in the form of an action or a behavior that carries out all rights and obligations based on its position. If the individual has carried out his role well, he will directly hope that everything carried out will be in accordance with what he wants from his environment. Role also means the behavior expected of an individual who has status. Role is closely related to a social status, because in role there are various conditions that continue to change from the status where the individual exercises all rights and all obligations.

Meanwhile, according to the theory of Djamarah (2009), he also expressed his opinion that there are many roles needed by a person as a guide, a person who has committed himself to becoming an educator. Role is the overall behavior that must be carried out by a person in carrying out his duties. According to Muin (2006) the role is the implementation of a person's rights and obligations according to his social status. The basic idea of role theory comes from the world of theater, where actors and actresses play roles according to the expectations of their audiences. Role comes from the pattern of life association. Therefore, the role determines what will be done and what opportunities will be provided by the surrounding community. The role is considered very important because it regulates a person's behavior in society, based on the norms that apply in society.

The role can be in the form of an individual or a group of actions when committing an act". According to Poerwadarminta, the meaning of an action that has been taken by the individual or group is a device of behavior and practice that is desired, and owned by an individual who has a position in society. Based on KKBI, Role is interpreted as a set of expectations attached to individuals who have a position in a certain group (Poerwodarintim: 1995).

The role that government institutions have when carrying out development is very numerous, ranging from activities to serve the community to roles in things that have an ideological and spiritual nature. The role of government that must be carried out is related to three main roles, namely: "the role in serving the citizens, the role in empowering the citizens and carrying out the development process." The three role relationships are when serving the community resulting in justice in the community, and the role of empowerment can create independence in the community and the role in development can create prosperity in the community (Ndraha, 2007).

The government as an institution that must guide the community is carried out technically aimed at making the community more empowered (Ndraha, 2007). The policy of implementing Development is the main role that is carried out to solve various problems that the community wants by taking all actions. The government in this case is an institution that manages all the needs of the community. Furthermore, the government is an institution that creates, distributes all the needs of the people in the form of public services and citizen services, this is in the form of policies, management and operationalization (Ndraha, 2007).

The government plays a role in managing and then distributing various kinds of community needs using government organizations, as the lowest government organization that will deal with citizens is the village/sub-district officials. The government at the village level or sub-district level plays a very important role in managing all the needs of the community. The role of this government includes making policies, administrative organizers, managers, serving citizens, and all the needs of citizens. The function of the government is to provide services to the state in the form of services that do not discriminate between the citizens who must be served (Ndraha: 2007).

The function of the government, in addition to providing the widest possible space for the benefit of all the people, also has the task of meeting all the needs of the community by carrying out development, coaching, and carrying out empowerment efforts. The role and function of the organization of a government based on an administrative perspective in the administrative system begins with the maturation of the level of power, task authority, specificity, organization management, and control. Based on the perspective of social psychology; The institution of a government is highly correlated with the attitude of human beings as a bureaucratic element that exists at the level of government organization, this is in the form of the attitude of each individual/group, formal or informal, behaving internally and externally in government institutions (Ndraha, 2007).

The presence of the existence of a government as an important part of people's lives, in groups and individually. The presence of the government functions to regulate and provide protection for citizens so that they live safely and in an orderly manner. Various problems in society that continue to develop, will slowly be known and known by the State, these are problems that must be solved by government agencies (Thoha, 2005).

The roles that are highlighted are as follows (Siagian, 2003):

- a. As a Stabilizer, the government must make a change if there is social turmoil that is predicted to be a threat to the integrity of the State. This role can be in various ways such as: capability, socializing policies, through an educational perspective, as well as a gradual and continuous persuasive perspective.
- b. The role of creating new ideas must find new ideas. At the beginning of the condition for the role of the government to be effective, the government must have high legitimacy. The three issues that are absolutely the center of serious attention are, how to apply a new idea to the bureaucratic system, both in the form of conceptual innovation, innovation in the system, innovation in certain steps and working principles.
- c. The role of the Modernisator in the process of building; each country has the desire to become a strong country, a country that can be independent and considered equal to other countries. This can be achieved if the State has mastery in the field of Science, the capability and expertise to manage, the ability to manage existing natural resources to have high added value, a reliable national education system to create useful human resources, the basis for a strong and democratic political life, and has a purposeful goal for the future.
- d. The role of a pioneer must have the ability to be a model for all citizens. As a pioneer in the idea of new ideas, positive such as effective work, as a pioneer in creating justice and discipline, as a pioneer in caring for the environment, in a socio-cultural perspective, and as a pioneer willing to sacrifice for the benefit of the nation.
- e. The role of the Implementer itself is meaningful when carrying out development policies, aligning development initiatives as a national obligation and not considered a burden on the government; therapy will be carried out as a form of state safety.

The role of the government apparatus is optimal and deep in order to build society, therefore the role of the government apparatus referred to by Yusuf (2014) is:

- a. The government as a regulator

The government as a regulator means that the government as the implementer and mobilizer of the community must prepare a direction to balance the implementation of development, by preparing and establishing regulations for the community in order to increase effectiveness for orderly development and

development. The government as a regulator provides a basic reference that is then understood by the general public as a form of direction to regulate matters related to the implementation of community empowerment activities.

b. Government as a dynamizer

The role of the government as a dynamizer is to arouse community participation if problems arise in the development process to advance and maintain the dynamics of regional development. The government plays a role in providing guidance and direction that is intensive and effective to the community. The role of the government as a dynamizer functions to provide effective and comprehensive guidance and direction to the community regardless of differences or social strata in society.

c. Government as a facilitator

The role of the government as a facilitator is to create conducive conditions for development implementers or to play a role in connecting the interests of the government to the community and vice versa in terms of optimizing regional development activities. As a facilitator, the government must be an agent that is able to create and provide facilities that are in accordance with the needs of the community with safe, comfortable and orderly conditions.

The meaning of immigration comes from the Latin *migratio* which means the movement of people from a place or country to another place or country. There is a term *emigration* that has a different meaning, namely the movement of people from a region or country out to another region or country. On the other hand, *immigration ratio* in Latin means the movement of people from one country to enter another country. In essence, *emigration* and *immigration* concern the same thing, namely the movement of people between countries, but the difference is the way of looking at it. When a person moves to another country, the event is seen as *emigration*, but for the country that the person is visiting it is called an *immigration event* (Wijayanti, 2012)

Immigration according to article 1 paragraph 1 of Law no. 6 of 2011 concerning immigration is regarding the traffic of people leaving or entering the territory of the Republic of Indonesia and the supervision of foreigners in the territory of the Republic of Indonesia. In carrying out its duties, immigration has an important role in terms of traffic for people who will leave or enter Indonesian territory, including the issuance of Travel Documents of the Republic of Indonesia, the granting of immigration permits and conducting supervision related to the existence and activities carried out by foreigners.

The definition of labor in article 1 number 2 of Law No. 13 of 2003 concerning employment is every person who is able to do work to produce goods or services to meet the needs of themselves and society. The definition of labor according to Law No. 13 of 2003 concerning employment that the definition of labor or manpower includes residents who are already or are working, who are looking for work and who do other jobs such as schools and taking care of households.

According to Juniarta (2002), Illegal Indonesian Workers are Indonesian Workers who enter or depart from a country illegally, can be grouped into: a. Illegal stay: A person who has a valid immigration permit but the validity period has expired, such a person is called over stay. b. Illegal entry: A person who enters a country illegally, i.e. does not go through an immigration official inspection using documents or travel documents and/or passports or is forged. c. Illegal entry and illegal stay: People who enter or stay illegally

3. RESEARCH METHODS

Research on the Role of the Special Class I Immigration Office of Suarabaya in the Prevention of Illegal Indonesian Workers Based on Law Number 6 of 2011 was conducted using qualitative research. The research method to be used is a qualitative descriptive research method. The descriptive method is a method of researching the status of a group of people, an object, a condition, a system of thought or a class of events in the present (Nazir, 2011). Data collection techniques in this study include: Interviews, Observations, Documentation. The informants in the study include authorized officials, namely the Head of the Special Class I Immigration Office of Suarabaya,. The data analysis technique in the study using interactive model analysis was developed by Miles et al., (2014) with three procedures, namely data condensation, data display, and conclusion drawing.

4. RESULTS AND DISCUSSION

a. The Role of the Surabaya Special Class I Immigration Office to Prevent the Existence of Illegal Indonesian Workers Based on Law Number 6 of 2011

1) The Role of the Surabaya Special Class I Immigration Office as a Facilitator to Prevent Illegal Indonesian Workers

The presence and existence of the government is important for life in society, both for groups and individuals. The main existence of the government is to regulate and protect all communities, the role in this case is to create a sense of security and order in citizens when people want a form of life outside of all government regulations, then in this condition all social

problems will arise. Prommatics that continue to emerge and develop in people's lives, will slowly touch and be known by the administration of a country which will be considered a problem that must be solved immediately. Based on findings in the field, labor conditions and problems related to illegal migrant workers are certainly inseparable from the role of the government. The government, in this case, the Immigration Office is an important party as a government agency that issues immigration documents to Indonesian workers, in this case Travel Documents of the Republic of Indonesia.

As a facilitator, the Special Class I Immigration Office of Surabaya as a provider of facilities in the placement of Indonesian Workers, Immigration is obliged to provide Travel Documents of the Republic of Indonesia (DPRI) to every citizen who will travel abroad as long as there are no aggravating matters. This obligation is also a manifestation of respect for human rights. The provision of immigration documents to Indonesian workers, in this case the Travel Document of the Republic of Indonesia (DPRI), is basically a manifestation of the protection of human resources to travel abroad for any purpose and purpose as long as it does not conflict with the provisions of applicable laws and regulations.

The Surabaya Special Class I Immigration Office as an Immigration Facilitator is tasked with, among others, providing residence permit and immigration status services, providing travel documents, such as passports, departure permits, and return permits, determining immigration status for foreigners in Indonesia, conducting research on the correctness of one's citizenship proofs. The function of immigration is contained in Law Number 6 of 2011 concerning Immigration that immigration functions as a facilitator of community welfare development.

The immigration function is part of the affairs of the state government in providing immigration services, law enforcement, state security, and facilitators of community welfare development (Immigration Law, 2011). There is a policy to facilitate immigration in the form of granting Asia Pacific Economic Cooperation (KPP APEC) Business Travel Cards and Working Holiday Visas (WHV). Immigration is not only a service function but also a function of community welfare development. This means that the Directorate General of Immigration has actively carried out its function as a facilitator of community development by providing policies that support the transfer of human capital.

2) The Role of the Surabaya Special Class I Immigration Office as a Regulator to Prevent the Existence of Illegal Indonesian Workers

As a Regulator, the Surabaya Special Class I Immigration Office in its role handles legal (Non-Procedural) TKI by providing understanding and socialization to the public about the dangers of Illegal TKI who will not get legal certainty, their placement so that it more or less provides understanding and deterrent effects on people who will become migrant workers so that the community will carry out according to the existing legal procedures and regulations to become TKI. According to a resource person from the Surabaya Special Class I Immigration Office, illegal TKI occurs because of the large number of irresponsible agents or brokers with lures that are not in accordance with expectations when becoming migrant workers.

Immigration is a technical implementation unit in the field of immigration within the Regional Office of the Ministry of Law and Human Rights of the Republic of Indonesia which is brought by the head of the regional office. In Law No. 6 of 2011 article 4 paragraph 1 it is stated that immigration establishes an immigration office in a Regency/City or District. As a regulator, the Surabaya Special Class I Immigration Office conducts immigration supervision of Indonesian citizens at the time of application for making travel documents, either out or into Indonesian territory or outside Indonesian territory. To avoid the misuse of the Travel Document of the Republic of Indonesia (DPRI) by non-procedural Migrant Workers, PMI candidates need to pay attention to the correct requirements and stages.

As a Regulator, the Surabaya Special Class I Immigration Office as the front line guarding the country's gates has the authority to protect the Indonesian people from the danger of crime that can threaten the security and comfort of the Indonesian people. The activity of sending migrant workers is related to passports. The Travel Document of the Republic of Indonesia or passport is an official document as proof of identity that must be possessed by Indonesian Migrant Workers in accordance with article 13 of Law No. 18 of 2017. In general, immigration supervision is carried out at the time of application for travel documents, namely during document collection, data and information processing, and taking photos and fingerprints.

Immigration is a government agency that is closely involved in the supervision of migrant workers, especially in their sending and repatriation activities. The form of immigration enforcement to ensure the safety of Indonesian citizens is carried out in accordance with the law, namely by conducting inspections and enforcement of immigration law in the submission of travel documents to the Republic of Indonesia, including the transfer of personal data that is

not in accordance with procedures. This is in accordance with Law number 6 of 2011 concerning immigration (Longgraini, et , 2023).

As a Regulator, the Surabaya Special Class I Immigration Office supervises Passport Issuance Services in the context of Preventing Non-Procedural or Illegal TKIs. The supervision carried out by the immigration authorities starts from the process of checking the completeness and authenticity of the documents that are required of the passport application process, this is done to research the veracity of the attached documents whether they are in accordance with the request or not. Consideration of the authenticity of the document is very important because from this it can be seen that the truth of the application is really to obtain a passport. The accuracy of the immigration authorities is needed in selecting the authenticity of passport application documents where at that time it is the beginning to prevent the abuse of the passport function, the form of research on passport requirements documents can be in the form of Authenticity of Documents, Suitability of the applicant's name with the name listed on the document, Adequacy of the age of the TKI passport applicant and Completeness of the document.

b. The obstacles faced and the efforts made by the Surabaya Special Class I Immigration Office in its role to prevent the existence of illegal Indonesian workers based on Law Number 6 of 2011

In carrying out its role, namely preventing Illegal TKI, the Surabaya Special Class I Immigration Office experiences obstacles or obstacles generally related to the community itself as job seekers who eventually become Illegal TKI. Obstacles or obstacles experienced include:

- 1) Prospective Indonesian Workers who still often forge Travel Documents of the Republic of Indonesia
- 2) Prospective Indonesian Workers who still often abuse the Travel Documents of the Republic of Indonesia
- 3) Lack of awareness of Indonesian Prospective Workers in compliance with Immigration documents

Immigration officers carry out various actions and activities during immigration surveillance to prevent passport applicants from falsifying or manipulating data. The Population Identification Number (NIK) examination begins by using the Immigration Officer carefully checks the characteristics and security features on the identity card (KTP), birth certificate, and KK (family card) (Fitri et al., 2023). This includes ensuring that the documents sent are completely authentic. To fulfill the immigration function, especially the state security

function regulated in Law Number 6 of 2011 concerning Immigration, these steps are taken. The Surabaya Special Class I Immigration Office is very important to supervise prospective Indonesian migrant workers (PMI) who have non-procedural status (Immigration, 2020). The Surabaya Special Class I Immigration Office has a crucial role in preventing prospective Indonesian migrant workers from following inappropriate procedures. In this effort, the office implements proactive measures to prioritize compliance with procedures and protect the interests of prospective migrant workers. The following are some of the efforts taken by the Surabaya Special Class I Immigration Office:

1) Counseling and Education

The Surabaya Special Class I Immigration Office conducts counseling and education programs on a regular basis. The program aims to provide prospective migrant workers with an in-depth understanding of the legal and official procedures for working abroad. In these sessions, it is clearly explained the steps to be followed, the necessary documents, as well as the risks and consequences of non-procedural actions.

2) Pre-Immigration Consultation

The Surabaya Special Class I Immigration Office provides pre-immigration consultation services that can be accessed by prospective migrant workers. This consultation allows them to obtain more specific information about the applicable procedures and requirements. Experienced immigration officers provide direct guidance to prospective migrant workers, helping them understand the process and avoid unofficial pathways.

3) Strengthening Cooperation with Official Placement Agents

The Surabaya Special Class I Immigration Office works closely with official placement agencies that have been recognized and licensed. Through this collaboration, the office can ensure that prospective migrant workers accommodated by the agency have gone through a rigorous selection process and complied with all legal provisions. Placement agents are also provided with education related to immigration procedures, so that they can provide correct information to prospective migrant workers.

4) Strict Monitoring and Supervision

The Surabaya Special Class I Immigration Office conducts strict monitoring and supervision of activities related to immigration. This includes checks on placement agencies, registration locations, and departures of prospective migrant workers. By intensifying supervision, offices can detect and follow up on non-procedural practices early on.

5) Strict Law Enforcement

Firmness in law enforcement is an important foundation for the Surabaya Special Class I Immigration Office. They do not hesitate to impose sanctions on placement agencies or prospective migrant workers who engage in non-procedural practices. Strict punishment becomes an effective deterrent, warning relevant parties to comply with applicable rules and procedures.

6) Collaboration with Related Agencies

Prevention of non-procedural prospective migrant workers also involves cross-sectoral cooperation. The Surabaya Special Class I Immigration Office collaborates with relevant agencies such as the Ministry of Manpower, the police, and migrant worker protection agencies to exchange information and support comprehensive prevention efforts like the Indonesian immigration security agency.

5. CONCLUSION

The Surabaya Special Class I Immigration Office has two roles in preventing the existence of Illegal Indonesian Workers Based on Law Number 6 of 2011, namely as a regulator and facilitator. The role as a regulation is carried out by providing understanding and socialization to the public about the dangers of illegal migrant workers who will not get legal certainty in their placement areas. As a regulator, the Surabaya Special Class I Immigration Office conducts immigration supervision of Indonesian citizens at the time of application for making travel documents, either out or into Indonesian territory or outside Indonesian territory. As a Regulator, the Surabaya Special Class I Immigration Office supervises Passport Issuance Services in the Context of Preventing Non-Procedural or Illegal TKI.

As a facilitator, the Special Class I Immigration Office of Surabaya as a provider of facilities in the placement of Indonesian Workers, Immigration is obliged to provide Travel Documents of the Republic of Indonesia (DPRI) to every citizen who will travel abroad as long as there are no aggravating matters. The Surabaya Special Class I Immigration Office as an Immigration Facilitator is tasked with, among others, providing residence permit and immigration status services, providing travel documents, such as passports, departure permits, and return permits, determining immigration status for foreigners in Indonesia, conducting research on the correctness of one's citizenship proofs. The Directorate General of Immigration has actively carried out its function as a facilitator of community development by providing policies that support the transfer of human capital.

The obstacles faced by the Surabaya Special Class I Immigration Office are related to the community itself as job seekers who eventually become illegal migrant workers. The obstacles or obstacles experienced are Indonesian Prospective Workers who still often forge Travel Documents of the Republic of Indonesia, Prospective Indonesian Workers who still often abuse Travel Documents of the Republic of Indonesia, lack of awareness of Indonesian Prospective Workers in compliance with Immigration documents. Some of the efforts taken by the Surabaya Special Class I Immigration Office: including regular Counseling and Education, Pre-Immigration Consultation so that prospective migrant workers get more specific information about the applicable procedures and requirements. Strengthening Cooperation with Recognized and Licensed Official Placement Agents. Strict Monitoring and Supervision of activities related to immigration. Strict Law Enforcement on placement agencies or prospective migrant workers involved in non-procedural practices. Collaborate with relevant agencies such as the Ministry of Manpower, the police, and migrant worker protection agencies to exchange information and support comprehensive prevention efforts such as the Indonesian immigration security agency.

6. REFERENCES

- Djamarah, S.B. (2009). Psikologi Belajar, Jakarta: Rineka Cipta
- Fitri, F., Nazaki, N., & Yudhanto, S. A. (2023). Inovasi Pelayanan Paspor Online Melalui Aplikasi M-Paspor Di Kantor Imigrasi Kelas 1 Tanjungpinang (S1 thesis, Universitas Maritim Raja Ali Haji.). <http://repositori.umrah.ac.id/id/eprint/4950>
- Juniartha, H. (2002). Fungsi Imigrasi Untuk Mendukung Pelaksanaan Pengiriman Tenaga Kerja Indonesia, Jakarta. Akademi Imigrasi
- Muin, I. (2006). Sosiologi. Jakarta: Erlangga.
- Koerniatmanto, S. (1996). Hukum Kewarganegaraan Dan Keimigrasian Indonesia. Jakarta: PT Gramedia Pustaka Utama
- Longgarini, A. T., Shaafiyah, A. N., & Rahmaningtias, B. M. (2023). Penanganan Pekerja Migran Indonesia Non-Prosedural dalam Perspektif Hukum Keimigrasian. *Jurnal Ilmiah Universitas Batanghari Jambi*. 23(2) 1474-1484. DOI: 10.33087/jiubj.v23i2.3110
- Miles, M.B, Huberman, A.M, & Saldana, J. (2014). *Qualitative Data Analysis, A Methods Sourcebook*, Edition 3. USA: Sage Publications
- Nazir, M. (2011). *Metode penelitian*. Bogor : Ghalia Indonesia
- Ndraha, T. (2007). *Pembangunan Masyarakat: Mempersiapkan Masyarakat Tinggal Landas*. Jakarta: Bina Aksara
- Poerwodarminta (1995). *Kamus Besar Bahasa Indonesia*. Jakarta: PT. Balai Pustaka
- Siagian, P. Sondang. (2003). *Administrasi Pembangunan: Konsep, Dimensi dan Strateginya* Jakarta: PT. Bumi Aksara

- Thoha, M. (2005). *Dimensi-dimensi Prima Ilmu Administrasi Negara*, edisi 8. Jakarta: Raja Grafindo Persada
- Yolanda, N. (2020). "Perlindungan Hukum Terhadap Tenaga Kerja Indonesia." *Solusi* 18(2):198–217. doi: 10.36546/solusi.v18i2.286.
- Waluyo, Norman T. (2011). "Peranan Kantor Imigrasi Kelas I Malang dalam Pencegahan Tenaga Kerja Indonesia Ilegal Berdasarkan Undang –Undang Nomer 6 Tahun 2011." *Jurnal Mahasiswa Fakultas Hukum Universitas Brawijaya*, Sep. 2012
- Wijaya, C dan Rifa, M. (2017) *Dasar-dasar Manajemen: Mengoptimalkan Pengelolaan Organisasi secara Efektif dan Eifisien*. Medan: Perdana Publishing
- Wijayanti, H. (2011) *Hukum Kewarganegaraan Dan Keimigrasian*. Malang: Bayu Media Publishing