



E-Government in The Public Service Process at The Special Class I Immigration Office in Surabaya

Fadhlan Ginting S.¹, Fedianty Augustinah², Ulul Albab³, Widyawati^{4*}

¹⁻⁴Fakultas Ilmu Administrasi, Universitas Dr. Soetomo, Surabaya, Indonesia

Korespondensi Penulis : widyawati@unitomo.ac.id*

Abstract. *This study aims to describe and analyze the implementation of e-Government in passport services at the Surabaya Special Class I Immigration Office and the opportunities and challenges in the implementation of e-Government at the office. The research method used is descriptive qualitative. Data collection techniques include interviews, observations, and documentation. The research informant is the Head of the Surabaya Special Class I Immigration Office. Data analysis techniques use the interactive model developed by Miles et al. (2014), namely data condensation, data presentation, and conclusion drawing. The results of the study show that the implementation of e-Government in passport services at the Surabaya Special Class I Immigration Office includes five main aspects: (a) complete telecommunication infrastructure, (b) adequate connectivity and use of information technology, (c) sufficient human resource readiness, (d) availability of funds and budget without issues, and (e) regulations and rules with legal force. Opportunities for e-Government at the Surabaya Special Class I Immigration Office include positive public response and accessibility to information technology. The challenges faced include cybercrime and the lack of awareness among some people about e-Government.*

Keywords : E-Government, Immigration, Public Services

Abstrak. Penelitian ini bertujuan untuk menggambarkan dan menganalisis penerapan e-Government dalam layanan paspor di Kantor Imigrasi Kelas I Khusus Surabaya serta peluang dan tantangan dalam implementasi e-Government di kantor tersebut. Metode penelitian yang digunakan adalah deskriptif kualitatif. Teknik pengumpulan data meliputi wawancara, observasi, dan dokumentasi. Informan penelitian adalah Kepala Kantor Imigrasi Kelas I Khusus Surabaya. Teknik analisis data menggunakan model analisis interaktif yang dikembangkan oleh Miles et al. (2014), yaitu kondensasi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa penerapan e-Government dalam layanan paspor di Kantor Imigrasi Kelas I Khusus Surabaya mencakup lima aspek utama: (a) infrastruktur telekomunikasi yang lengkap, (b) tingkat konektivitas dan penggunaan teknologi informasi yang memadai, (c) kesiapan sumber daya manusia yang cukup, (d) ketersediaan dana dan anggaran yang tidak bermasalah, dan (e) peraturan dan regulasi yang memiliki kekuatan hukum. Peluang e-Government di Kantor Imigrasi Kelas I Khusus Surabaya termasuk respon positif masyarakat dan aksesibilitas teknologi informasi. Tantangan yang dihadapi termasuk kejahatan dunia maya dan ketidaktahuan sebagian masyarakat tentang e-Government.

Kata Kunci : E-Government, Imigrasi, Pelayanan Publik

1. INTRODUCTION

The phenomenon of low quality of public services organized by bureaucracies in many countries, including Indonesia, has stimulated the government's steps to introduce an electronic government policy (hereinafter abbreviated as e-Gov) as part of bureaucratic reform efforts. The emergence of e-Gov is an early milestone in the presence of online government, providing positive hope for the realization of better quality of public services. E-Gov is the use of information and communication technologies, specifically the internet, to provide public services in a more convenient, customer-oriented, cost-effective, and completely different and

(with) better way. e-Gov connectivity consists of Administration to Administration (A to A), Administration to Business (A to B) and Administration to Citizen or A to C (Holmes, 2001).

In Indonesia, the e-Gov initiative has been seen since the issuance of Presidential Instruction of the Republic of Indonesia No. 6 of 2001 concerning Telematics (Telecommunications, Media and Informatics). Two years later, Presidential Instruction No. 3 of 2003 was issued on policies and strategies for the development of e-Government. According to Presidential Instruction No. 3/2003, e-Gov is an effort to develop the implementation of government based on (using) electronics in order to improve the quality of public services effectively and efficiently. Through the development of e-gov, the management system and work processes in the government environment are arranged by optimizing the use of information technology. In accordance with the Presidential Instruction, each Governor and Regent/Mayor is mandated to take the necessary steps in accordance with their respective duties, functions and authorities for the implementation of the development of e-Gov nationally.

From a juridical perspective, basically government support related to the development of eGov in legal aspects has been carried out a lot. In addition to Presidential Instruction No.6/2001 on Telematics, Presidential Instruction No.3/2003 on e-Government Development Policies and Strategies, there are also laws that normatively encourage all K/L/D institutions to be more active in utilizing ICT, for example Law No. 23 of 2006 concerning Population Administration which gave birth to the Population Administration Information System, Law No. 33 of 2004 concerning Financial Balance between the Central Government and the Government Regions that gave birth to the Regional Financial Information System, Law Number 25 of 2009 concerning Public Services which gave birth to the Public Service Information System, and so on.

The number of public service regulations related to e-Gov is a challenge in applying e-Gov so that its implementation does not overlap. Moreover, there is no regulation that integrates ICT-based public services (e-Gov) and government administration. Currently, only the Academic Text of the Bill on the Implementation of Electronic Systems for Government Administration and Public Services is available.

From a theoretical perspective, the orientation of e-Gov to provide citizen-centric services according to Duggan and Green (2008) marks the transformation of public services around the world, where a new service agenda that stands out, especially since 2005, is the eGov strategy which was previously more focused on the use of ICT to provide online information services, towards a new vision that is more citizen-focused in providing public

services. The public sector can realize this transformation if the government begins to seek citizen input and feedback into development policies and programs, through interactive online media and other accessible means. This vision direction emphasizes the use of ICT to improve public policy and government operations with wider citizen involvement, as well as to provide comprehensive and timely services, where policy outcomes are better, service quality is higher, and public reform agendas are advanced, all of which Dawes (2008) referred to as electronic governance (hereinafter abbreviated as e-G).

Agangiba and Agangiba (2013) explained that the concept of e-G is essentially an expansion of the implementation of e-Gov by prioritizing more citizen-oriented governance, or to bring citizens closer to the government in the decision-making process. This expansion of e-Gov capacity indicates a transformation from an orientation to the provision of information and services, towards an effort to accommodate citizen participation, from department-oriented e-Gov to citizen-focused e-Gov, all of which are transformations from e-Gov to e-G, with an emphasis on citizen participation and finding citizens' needs (Anthopoulos and Reddick, 2016)

The implementation of e-government has been implemented since the issuance of Presidential Instruction of the Republic of Indonesia Number 3 of 2003 concerning National Policies and Strategies for the Development of Electronic Government, but its implementation has not been so optimal due to the lack of facilities and infrastructure as well as socialization. Followed by the launch of the E-government system carried out by the Directorate General of Immigration on June 2, 2008 at the Directorate General of Immigration Jakarta. One of the implementations of E-Government is the development of an online passport application system by the Surabaya Special Class 1 Immigration Office. Although there are still obstacles in its implementation, this system is expected to increase ease of access and efficiency in passport management for the public. However, there are still various problems that need to be overcome, such as system disruptions by fake applications and the practice of passport brokers.

The current flow of globalization has increased the intensity of human traffic between countries. Based on the state of the city of Surabaya as the capital of the Province, an industrial area, serving the needs of Hajj/Umrah and access to entry and exit permits for Foreign Citizens and Indonesian Citizens, in addition to looking at the state of the Surabaya Special Class I Immigration Office which serves all regions in the area around Surabaya, this has caused an increase in the number of requests for making travel documents such as passports and other immigration permits. According to data obtained from the Special Class I Immigration Office of Surabaya as a passport making service provider, the number of passport making applicants has increased in certain months, causing erratic queues.

To overcome the change in the number of applicants for making uncertain passports, the Surabaya Special Class I Immigration Office utilizes technology in online-based services, as a whole the services used by the Surabaya Special Class I Immigration Office use One Stop Service. One stop service is a service that provides convenience to the community by cutting bureaucracy and simplifying passport services. One stop service is a service innovation at the Surabaya Special Class I Immigration Office where passport applicants can use the convenience by registering, through one stop service applicants only need to fill in data textually by registering through an online queue application that can be downloaded or through www.imigrasi.go.id. The online passport queue can be accessed easily through a privately owned cellphone.

Based on this, this study aims to more broadly describe and analyze how *e-Government* is applied in passport services at the Surabaya Special Class I Immigration Office and 2.

What are the opportunities and challenges in the implementation of e-Government at the Surabaya Special Class I Immigration Office.

2. THEORETICAL STUDIES

The emergence of e-Gov is one of the most interesting concepts introduced in public administration in the late 1990s, adopted from e-business and e-commerce from the private sector (Moon and Stuart, 2002; Brown, 2005). The e-Gov initiative is used loosely to describe whatever the legacy of ICT use in the public sector; Those who see it as a form of extension of e-commerce for the government domain, it is the use of the internet by the government to provide information and services to citizens (Bhatnagar, 2004).

Belanger and Carter (2012), define e-gov as the use of information technology to activate and improve the efficiency of government services provided to citizens, employees, companies and agencies. The use of ICT in this government is expected to provide many improvements in bureaucratic performance as said by Fang (2002): "These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions".

Meanwhile, Awan (2015) defines e-Gov as electronic interaction (transactions and information exchange) between the government, the community (citizens and businesses) and employees. Through e-Gov, many goals can be better served, including the provision of government services to the community such as improving communication with businesses and

industries, empowering the community through access to information and more competent government management. The most prominent e-Gov service is the provision and use of information pages on the internet called the web (world wide web). According to Homburg (2004), the use of ICT instruments can be used to support and redefine the existence of public organizations in relation to the future to build relationships with various stakeholders. Along with technological advances, the use of various ICT electronics such as computers, the internet, and others has also encouraged the development of e-Gov in the public sector. Like e-commerce, e-Gov is the introduction of a major wave of technological innovation as well as government reinvention and is a major impetus to move forward in the 21st century with higher service quality, cost-effective and better relationship between society and government (Fang, 2002; Ndou, 2004).

Menurut Andrisani, Hakim dan Savas (2002) e-Gov diperkenalkan sebagai salah satu pilar dalam upaya mencapai efisiensi dan efektivitas pelayanan publik. Penerapan e-Gov disinyalir akan mampu menciptakan birokrasi yang lebih responsive dalam pemberian pelayanan publik melalui pemaksimalan fungsi TIK. Nilai nilai yang diintrodusir dalam e-Gov menurut Nygren (2009) dikatakan sejalan dengan semangat NPM; "Electronic administration is described with the help of discursive practices such as 'cost effectiveness', 'customer orientation', and 'rationalisation'. These are in fact terms that are intimately associated with the broad 'marketisation' of civil society. The understanding of electronic administration demonstrated in the texts analysed here is at heart a matter of public service and instrumental operational development. Equally, these discursive practices can be viewed in the light of a more general marketisation of civil society. NPM is one element in this marketisation, and the introduction of electronic administration is consistent with its ambitions."

Public service is likened to a process, where there are people who are served, served, and the type of service provided. So that public services contain substantial things that are different from services provided by the private sector. Public services are services provided by the government in order to meet all the needs of the community, so that they can be distinguished from services carried out by the private sector (Ratminto, 2006).

According to Dwiyanto (2005) as "a series of activities carried out by the public bureaucracy to meet the needs of users, not only goods produced in public services, but also in terms of providing administrative services". Meanwhile, according to Kurniawan (2005) public service can be interpreted as "a service provider (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set".

Abbas and Sadat (2020) and Larisu (2021) state that public service is any activity carried out by the government towards a number of human beings who have every beneficial activity in a group or unit, and offer satisfaction even though the results are not physically tied to a product. According to Kurniawan (2005) and Mukmin et al (2022), public services are a form of service provided by the government to meet the living needs of its people. Public services must also refer to and be supported by applicable laws or regulations so that they can be a reference in their implementation. In addition to parties from the government who are public service providers, it is also possible for public services to be carried out by non-government parties, such as the private sector or the community. However, this does not seem to deny that the role of the government is so important in the implementation of public services for the community.

However, on its journey, it turned out that public services encountered various obstacles that stood in their way. One of them is the bureaucratic paradigm that tends to ask to be served rather than serve. This results in various problems (Singgih Wiranto, 2006) such as convoluted, ineffective and efficient, difficult to understand, difficult to implement, inaccurate, not transparent, unfair, bureaucratic, unprofessional, unaccountable, limited technology, limited information, lack of legal certainty, KKN, high costs, political polarization, centralism, the absence of standard standards and weak community control.

There has been a paradigm shift in public services where the people or citizens are the focus of service. Public services themselves consist of various forms of services provided by the State. Public services can be in the form of services in the field of goods and services (Ratminto, 2006).

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.

3. RESEARCH METHODS

Research on e-government in the public service process at the Surabaya Special Class I Immigration Office was carried out 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 included authorized officials, namely the Head of the Surabaya Special Class I Immigration Office. 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

Application of *e-Government* in passport services at the Surabaya Special Class I Immigration Office

In line with the development of the need for technology and the existence of sophisticated technology is important in e-Governance services. Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Governance, is a breath of fresh air for the government regarding communication and information technology in the field of government. The implementation of government based on the use of electronics in order to improve the quality of public services effectively and efficiently is the government's goal in order to meet the demands of rights requested by the community regarding the ease of accessing public services. One of them is by structuring the work process system within the government by optimizing the use of information technology so that public services can be easily and cheaply accessed by the public throughout the country.

Telecommunications infrastructure

Telecommunication infrastructure is the most important component in implementing e-Governance because it is a facility/facility used in its implementation, telecommunication infrastructure includes: computers, cpu, mouse, keyboard, camera, photo devices, photo booths

and network access (wifi) from all of these are forms of facilities or facilities that are very important to be used in web operations and implement e-Governance in passport services.

The Surabaya Special Class I Immigration Office is a government office under the direct auspices of the Ministry of Law and Human Rights which is currently implementing the e-Governance program, especially in the online queue where the system used at the Surabaya Special Class I Immigration Office has been directly centralized, so the incoming input data will be processed, accessed and stored at the center as archive data, the system applies to all immigration offices in Indonesia anywhere be. The implementation of e-Government at the Surabaya Special Class I Immigration Office in its implementation has been well supported and prepared where the existence of supporting applications and facilities used to access in serving passport applicants has been improved. The application provided by the Immigration Office to support passport services is an online queue. The online queue can be accessed through www.antrianonline.com or you can download the online queue application through the play store for android phones. In addition, the facilities and infrastructure to support to serve applicants in making passports are good such as computer scraps, photo holders, cameras and scanning tools. Overall, the telecommunication infrastructure of the Surabaya Special Immigration Office Class I has met the criteria for implementing e-Government.

The level of connectivity and use of information and technology

The level of connectivity and use of information and technology is how widely the public understands the use/utilization of information and technology that is developing today. Through the results of field surveys, the community level who understand and use information and technology currently accounts for 80% and 20% are people in rural areas far from internet access and people who are old. The smooth flow of information to support the implementation of e-Government in passport services through the online queue system at the Surabaya Special Class I Immigration office which has just been implemented in the immigration environment certainly requires the dissemination of information such as socialization, this is done to stimulate public participation in order to support the level of connectivity regarding information on the use of online-based queues using the latest technological sophistication so that services are better Maximum and Easiest.

The Surabaya Special Class I Immigration office that implements e-Government in the online queue can be seen to have fulfilled one of the supporting elements of the implementation of e-Government, namely, the level of connectivity and the use of information and technology. This can be seen from the service facilities and information dissemination efforts at the

Surabaya Special Class I Immigration office to support the work, there are already complete facilities, besides that the complete facilities at the Surabaya Special Class I Immigration office are also equipped with connectivity such as wifi which is a supporting means to access and input the data of passport making applicants so that access to distribute data is smooth, then the connectivity provided at the Immigration office such as Wifi is also adequate.

The level of connectivity and the use of information and technology is one of the components in the implementation of e-Government, so broadly speaking, it has been implemented by the Surabaya Special Class I Immigration office and in accordance with the theory stated by Indrajit (2005), namely the level of connectivity and the use of information and technology. Thus, the Surabaya Special Class I Immigration office has implemented e-Government well and has helped the public by providing the availability of information provided by the Surabaya Special Class I Immigration office regarding how to serve passports.

Human resource readiness

The readiness of human resources (HR) is one of the most important factors, where human resources are the main part that plays the role of developers, managers and users of electronic governance is also one of the factors that are factors for success in the implementation of e-Governance. This is done in an effort to improve the ability/expertise of human resources in structuring and utilizing. Through good and careful planning according to needs and at the time of implementation it is done sequentially and continuously. To meet these criteria, what needs to be done is to follow formal and non-formal education paths, as well as the development of competency standards needed in the implementation of e-Governance. In accordance with Presidential Instruction Number 3 of 2003 concerning the National Policy and Strategy for the Development of e-Governance in point 17 of strategy 5 concerning developing the capacity of human resources (HR), both in the government and regions as well as autonomous local governments, accompanied by increasing community e-literacy. This can be interpreted that efforts to develop human resources can be carried out both in the government and local governments and provide knowledge and information for the community. Things that need to be done to support e-Governance include awareness of the utilization of information and technology, utilization of resources, development of the implementation of improved education, change in mindset, and increase motivation through awards. The readiness of human resources for the implementation of electronic government in passport services at the Surabaya Special Class I Immigration office is quite adequate.

Availability of funds and budget

The availability of funds and budget is the most important thing in realizing a new program which will determine whether the program will run as planned or not. Central and regional government institutions/agencies have usually prepared development strategy plans in their respective environments. The strategic plan is clearly prepared by describing the scope and goals in the development to be achieved. This can be seen from the current conditions, the strategy of the plan stages in achieving the specified goals, the needs and plans for human resource development and the necessary investment plans. To avoid wasting funds and budgets provided by the government, the preparation of investment must be accompanied by an analysis of the feasibility of investment in the social and economic benefits generated.

In accordance with the Decree of the Minister of Finance Number 407/KMK/.02/2010 concerning the approval of the use of part of non-tax state revenue funds at the Directorate General of Immigration, Ministry of Law and Human Rights. Considering that based on the provisions of Article 5 of Government Regulation Number 37 of 1999 concerning Procedures for the Use of Non-Tax State Revenue Sourced from Certain Activities, Agencies that have Non-Tax State Revenue can use part of the relevant Non-Tax State Revenue funds for certain activities after obtaining the approval of the Minister of Finance. So after conducting research on the application of the Minister of Law and Human Rights through letter Number: M.HH.KU.03.01-09 dated October 13, 2009, it was concluded that the Directorate General of Immigration, Ministry of Law and Human Rights with reference to Government Regulation Number 38 of 2009 concerning Types and Tariffs of Non-Tax State Revenue applicable to the Ministry of Law and Human Rights.

In accordance with the regulations that have been determined and that have been applied, the availability of funds and budget for the special class I immigration office in Surabaya is guaranteed and there is no need to worry because it already has its own budget, according to the details of the service cost is also stated in the form of proof of payment in accordance with the applicable Service Operational Standards. In addition, the Surabaya Special Class I immigration office also does not accept on-site transactions, all services provided are subject to tariffs but payment is made through bank transfers or post offices, this is because all incoming fees are received directly by satisfaction, namely at the Ministry of Law and Human Rights not the Surabaya Special Class I immigration office. This also applies to all immigration offices throughout Indonesia.

Legal tools

Legal apparatus is a regulation, law or guideline that regulates a matter so that it has legal force, so the implementation of the e-Government program is equipped with legal rules contained in Presidential Instruction Number 3 of 2003 concerning policies and National Strategies for the Development of e-Governance. The regulations are implemented in an integrated and systematic manner, the preparation of regulatory and legislative policies, standardization and the necessary guidelines must be consistent and mutually supportive. Therefore, the government has regulated in the Law that functions as a legal instrument to protect the e-Governance program related to the creation and distribution of data/information from one party to another, regarding data and information security issues and intellectual copyright. This is done by the government to ensure the creation of a good, safe and conducive e-Governance mechanism.

The implementation of the e-Government program at the Surabaya Special Class I Immigration Office has also been equipped with legal tools, one of which is an online queue program created and equipped with legal force by the Ministry of Law and Human Rights of Malaysia from the Directorate General of Immigration through Circular Letter Number IMI-GR.01.01-0047 of 2016 concerning Passport Service Queues. From the results of research conducted by researchers at the immigration office, it is in accordance with the theory put forward by Indrajit (2005), namely the legal apparatus.

Opportunities and challenges in the implementation of e-Government at the Surabaya Special Class I Immigration Office

Every activity carried out by the government certainly has opportunities and challenges that can affect the success or failure of a program. The Surabaya Special Class I Immigration Office currently has a new program, namely the implementation of e-Government in passport services. The program was made to make it easier for Immigration office employees to serve the community for passport making. In addition, the Immigration office has a fairly large working area, causing many people to take care of passport documents and resulting in a buildup of applicants who want to make passport documents. Therefore, the government, especially the Directorate General of Immigration, has implemented a new program on passport services that aims to control the accumulation of queues in passport processing. From these activities, several things will be found, such as opportunities and challenges in the implementation of e-Government in passport services. Below are the opportunities and

challenges of implementing e-Government at the Surabaya Special Class I Immigration Office.

Opportunity

In detail, the opportunities encountered to increase the success of the implementation of e-Government in passport services are as follows:

Good response from the public regarding the implementation of e-Government in passport services.

The implementation of e-Government in passport services at the Surabaya Special Class I Immigration Office is a breath of fresh air for the community because people find it easier with clear regulations where people who want to make a passport can find out the processing period to complete the passport making. The Surabaya Special Class I Immigration Office provides timely services regarding the results and when the passport book can be collected by passport applicants with a minimum period of 3-4 working days.

The existence of the e-Government program in passport services at the Surabaya Special Class I Immigration Office has received a good response from the community, as can be seen from the situation of the Surabaya Special Class I Immigration Office which has undergone changes in the situation and conditions are increasingly organized and conducive so that it can be seen that the people who accept and are able to adjust the e-Government regulations in passport services so that the new regulations can be accepted by the community so that the regulations will went well.

Accessibility of technology and information in the development of e-Government

The implementation of e-Government in government services is not new, the implementation of e-Government has been used in various governments for the reason that it makes it easier to access the service system by utilizing the sophistication of current technology. One of the government services that utilizes e-Government is the Surabaya Special Class I Immigration Office in passport services. This was chosen because with the implementation of e-Government, the Special Class I Immigration Office can issue features/applications and information about immigration that can be accessed from the internet through mobile phones, seeing that in this day and age almost everyone uses the internet in various aspects of life, besides that it is undeniable that the internet provides convenience in accessing information widely without limits, one of which is in accessing public services.

The existence of the e-Government program in passport services at the Surabaya Special Class I Immigration Office which is online-based makes access more easily and without limits, seeing that in this day and age almost everyone has their own smart phone, by utilizing smart phones and the internet network of the Surabaya Special Class I Immigration Office gets a good assessment and from the services provided, the benefits are really felt by the passport making community so that the community feels facilitated by the internet, because information becomes easily accessible and obtainable

Challenge

The Rise of *Cybercrime*

In an increasingly advanced era and the sophistication of technology that is developing rapidly and the ease of finding information and activities that can be accessed through the internet has been used in all aspects of life such as trade, education, health, government, services and others. Various data and information owned by agencies, institutions or organizations are sources that can be used by others. It can be misused by irresponsible people. Stealing data and utilizing data or spreading issues or incorrect information is a crime (cybercrime), although in Indonesia it has been regulated and protected by Law number 11 of 2008 or the ITE Law is a law that regulates information and electronic transactions, or information technology in general, but must still be aware of cybercrime.

Crime cannot be predicted or predicted, crime comes when there is an opportunity. Crime can occur everywhere and in all aspects, one of which is crimes on technological sophistication such as data theft, misuse of sources and information as well as the spread of issues that are not in accordance with the facts, people who commit crimes behind technological sophistication are called cybercrime. The Surabaya Special Class I Immigration Office and Immigration Offices throughout Indonesia process and input data of passport makers in Indonesia recorded by the Directorate General of Immigration through a satisfied server located in Jakarta and regarding cybercrime, the Directorate General of Immigration guarantees and provides services in securing data in a professional way so that data security is maintained and avoided from cybercrime.

There is not yet an even public literacy about electronic government

The sophistication of technology and information is not necessarily enjoyed by everyone, only some people follow and understand, then there are still many people who do not understand and understand. Some people living in remote villages still feel a lack of

understanding of technology and information. This is due to the state of the location, inadequate economy, and traditional ways of thinking. One of the things that causes these problems is the uneven attention from the government regarding socialization and information about technology. This makes the village community left behind information, the most important thing is the government administration system which is the basis for the community to take care of identity documents where currently most government offices implement e-Government. One of the offices that takes care of identity information is the Immigration office that provides immigration services in the city and not every area exists, so people have to go to the city to take care of the identity letter regarding immigration needed. Traveling a short distance, but when they arrived there, a lot of information was not known so that some of the required files were incomplete. This makes the villagers who are left behind with information feel troublesome and go back and forth to work twice.

The uneven public literacy about e-Government and the number of people who do not know what is meant by e-Government is a common thing, especially for people whose existence is far from the city or in rural areas that are left behind because access to technology and information that has come in or obtained has not been conveyed or has not been obtained.

CONCLUSION

The application of e-Government in passport services at the Surabaya Special Class I Immigration Office is 5, namely: a. Telecommunication infrastructure is in the form of complete facilities such as computers along with CPUs, keyboards, mice, scanning tools, and passport photo holders in the form of photo backgrounds, photo lights and cameras. The Surabaya Special Class Immigration Office is also equipped with infrastructure in the form of wifi which functions to speed up and facilitate data processing and input. b. The level of connectivity and the use of information and technology for the implementation of e-government in passport services at the Class I Immigration Office, especially Surabaya, is adequate. c. The readiness of human resources at the Surabaya Special Class I Immigration Office is quite adequate. d. The availability of funds and budget for the continuation of activities at the Surabaya Special Class I Immigration Office does not experience problems, because the Class I Immigration Office of Khsusu Surabaya gets a sufficient portion of funds and budget without experiencing delays and problems. e. All elements of rules and regulations in the Surabaya Special Class I Immigration Office have legal force and are regulated by the Ministry of Law and Human Rights directly because Immigration Offices throughout Indonesia are under the direct auspices of the Ministry of Law and Human Rights.

Opportunities for an e-government program in passport services at the Surabaya Special Class I Immigration Office include 1. Good response from the public regarding the application of e-Government in passport services and the accessibility of technology and information in the development of e-Government. The challenges of the e-government program in passport services at the Surabaya Special Class I Immigration Office include: Crime in cyberspace by using technological sophistication through the internet network such as data theft, misuse of news and incorrect information and the spread of issues that are not in accordance with the facts and there are still many people who do not know what is meant by e-Government, especially people whose existence is far from the city or in rural areas that are not in accordance with the facts. Left behind.

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