



# The Role of State Security in Immigration Services

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## Abstract

This study enhances the understanding of the function of state security in immigration services. The perspective of state security in national development offers a solution to the current reality of implementing public policy in immigration, which requires a transformation through a more suitable and ideal approach for each immigration officer. One aspect of this study involves strengthening an in-depth interpretation to address and understand the evolving policies, aiming to achieve complex policy objectives. This phenomenon is closely related to the fact that current government policies tend to focus on public services that prioritize public satisfaction. While community demands are urgent for the Indonesian government, implementing public services in the field of immigration involves different dimensional aspects compared to other public services. The main reason is that current immigration issues are becoming increasingly complex, necessitating the adaptation of new approaches. It is crucial to manage the complexity and diversity of factors involved in the immigration service policy process, particularly concerning state security in travel document/passport services, immigration documents, and examinations at immigration checkpoints at state borders.

**Keywords:** *Immigration, State Security, Immigration Services, Selective Policy*

## INTRODUCTION

The impact of human traffic flow between countries with all factors and motives such as fulfilling the needs of life and the interests of individuals and groups can be influenced by ideology, politics, security, technology, human rights, social and culture. The more the era develops, the crossing of people in the world will always increase from time to time, therefore special attention is needed in the form of development and construction of immigration that continues through state security based on selective policy, because immigration has an impact on human life in a broad way in multidisciplinary aspects both from the aspects of ideology, politics, economy, security, social, culture, to the environment. The task of the Directorate General of Immigration is to serve the public in terms of entering or leaving Indonesia, both for visits and temporary stays. They must facilitate and prioritize matters of interest and provide satisfaction to the public. This paper highlights the standards of immigration service quality that have differences in the concept of ideal and appropriate governance. The quality of government in immigration examinations within the framework of public services has principles, perspectives, and practices with certain elements. So that the importance of state security in improving immigration services comprehensively. Insights in transforming culture instill values and practices more deeply, and provide guidance on the implementation of immigration services based on state security.

## LITERATURE REVIEW

### Proportional State Security Through Immigration

A state is a very central actor in dealing with security issues (Buzan, 1983). National security: This dimension relates to a country's ability to protect its national interests from external threats

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and challenges (Buzan & Hansen, 2009). The following table shows the differences between traditional and non-traditional approaches to help understand the concept of security (Praditya, 2016):

**Table 1.** Security Dimensions in Traditional and Non-Traditional Views

| <b>Security Dimension</b>                  | <b>Traditional Dimensions</b>                                        | <b>Non-Traditional Dimensions</b>                                                                     |
|--------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <i>The Origin of Threat</i>                | External Threats (International)                                     | Threats Come from Within/Intenal (Domestic) and Outside/External (International)                      |
| <i>The Nature of Threat</i>                | Military Threats                                                     | Non-Military Threats                                                                                  |
| <i>Changing Response</i>                   | Military Approach                                                    | Non-Military Approach Through Legal, Economic, Social, and Diplomatic Approaches                      |
| <i>Changing Responsibility of Security</i> | The State as a Single Actor                                          | Security Actors Seen in The Cooperation of Individuals, Organizations, and States at The Global Level |
| <i>Core Values of Security</i>             | The Object of Security is the Sovereignty and Territory of the State | Security Objects Are Respect for Human Rights, Environment, Social Life, and Human Security           |

In essence, the concept of non-traditional security no longer talks about interstate relations, but looks at individual security (Septa, 2018). Likewise, the view expressed on State Security is that if the condition of the people is stated in the category of prosperity, that is the security will be realized (Devi et al., 2023).

The phenomenon of population migration from one country to another shows an increasing trend. International migration activities show the important role of the state. It acts as a facilitator for individuals and groups to migrate in accordance with the national interests of their respective countries (Gusnelly, 2010). This is undeniable that has positive and negative impacts on the destination country for someone to migrate. The negative impact that can arise is a spike in the population in a country, so that the burden on the country increases. In addition, if not handled seriously, it will encourage criminal acts in a region/country (Widyanto & Ardyaningtyas, 2020).

The state border has a strategic role and value in supporting the upholding of state sovereignty, so the Indonesian government is obliged to pay serious attention to prosperity and security. Immigration arises from the supremacy of a country's sovereign jurisdiction and the country's interest in creating State Security. Violations committed by foreign citizens take various forms, such as violations of residence permits to criminal acts (Wardana, 2019). Of course, this is a threat to Indonesian citizens and of course has an impact on the stability of the state security (Amaritasari, 2015). The security model used is not only hard power and soft power, but also smart power, namely collaboration between the prosperity approach and the security approach through pentahelix synergy (government, academics, private sector, society, and media) (Epin et al., 2019).

The role of immigration in selective policy which in it leads to aspects of security and prosperity. The security approach is adopted from a selective policy, namely that only foreigners who do not endanger state security are allowed to enter Indonesian territory. The prosperity approach means that only foreigners who are useful and able to bring benefits to the country are allowed to enter Indonesian territory (Muharam et al., 2022).

### Selective Policy

Destination countries can adopt selective immigration policies to improve the quality of migrants. Selective policy proposes a model that analyzes the impact of selective on the quality of migrants, as measured by the development impacts in the destination country. A growing number of countries are moving towards immigration policies that screen potential immigrants on the basis of their observable characteristics, such as education, skills, language proficiency and wealth, which provide better chances of acceptance at the destination for applicants endowed with more desirable individual characteristics. Destination countries pay close attention to the composition and scale of migration inflows because they contribute to shaping the overall economic impact of immigration and its distributional impact.

Preventive efforts that must be made by the government/country to be able to filter everyone who will enter its territory aim to limit only foreigners who bring benefits who are allowed to enter the territory of Indonesia. These benefits also include having a good impact on the growth of the nation's economy. The high number of foreigners entering the territory of Indonesia requires the Indonesian Government to adapt certain policies so that the negative impacts arising from the migration flow can be minimized. The Indonesian Government selects which foreigners are allowed to enter the territory of Indonesia through selective policy (Sande, 2020).

### Characteristics of Immigration Services

The form of public service in immigration examination is formulated with character, ethics, and competence within a different professional framework. Differences in understanding, perspectives, and paradigms of the form of public service in immigration examination and there are differences in competence, character, and ethics of immigration officers. According to Arifin and Nurkumalawati (2020), the implementation of services carried out in the form of the character of immigration officers who use the concept of professional courtesy, not hospitality, through expertise and characteristics with eight competencies and their elements as in the following table:

**Table 2.** Immigration Officer Competency Framework and Elements

| Competence                  | Element                                                                                                                                                                  |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Foreign Language Ability    | Linguistic Ability, Linguistic Proficiency                                                                                                                               |
| National and Global Insight | National Insight, Global Knowledge, World Migration Trends, Transnational Crime                                                                                          |
| Knowledge Management        | Knowledge, Data, Information, Leadership                                                                                                                                 |
| Instinct and Intuition      | Document Verification, Identification of Impostor, Monitoring and Enforcement, Decision Making                                                                           |
| Managerial Skills           | Human Resource Management, Operational Management, Asset Management, Risk Management, Border Management, Document Management                                             |
| Technical Skills            | Regulations (Legal Basis), Provisions for the Implementation of Law (Rule of Law), Standard Operating Procedures (SOP), Implementation of Instructions (Code of Conduct) |
| Non-Technical Skills        | Code of Ethics, Professionalism, Utilitarianism, Deontology (Kantianism)                                                                                                 |
| Sociocultural Competence    | Social Aspects (Civil Society), Cultural Aspects, Community Economic Empowerment                                                                                         |

The character of immigration officers in carrying out services must use the concept of professional courtesy, not hospitality. Immigration services as public services aim to create an independent society and build public awareness by building culture, ethics and etiquette, not being served literally (Arifin & Nurkumalawati, 2020). Immigration services are services that are oriented

towards the community or citizen-oriented service, not customers or clients, because the form of service in government agencies is not a service that is oriented towards business profits that expect customers to subscribe.

### **RESEARCH METHOD**

Qualitative descriptive research methods will certainly be used in this study. Unlike systematic reviews that benefit from guidelines, the literature review does not have any acknowledged guidelines (Sony et al., 2020). Qualitative research usually examines something that is in its natural environment, there is an effort to understand and interpret, phenomena related to the meaning given by people to it (Mulyana, 2020). This research was conducted manually using Google Scholar, Springer, and Scopus with a focus on original papers. The keywords used in this study are immigration, immigration services, state security, selective policy and sovereignty. Eligibility criteria include full papers and relevant publications that have been scanned and analyzed thematically to identify critical patterns and themes. Titles, abstracts, and full-text articles were scanned to check their relevance in making the assessments needed to obtain the final results for this review paper.

### **FINDINGS AND DISCUSSION**

#### **Proportional Security Aspects in Immigration Services for Travel Documents/Passports Issuance**

The problem faced by the Indonesian government in issuing travel documents/passports is Illegal/Non-Procedural Indonesian Migrant Workers (PMI-NP). The number of PMI-NP estimated by BP2PMI is 4.5 million, throughout 2023, the Directorate General of Immigration postponed the departure of 10,138 Indonesian citizens suspected of being illegal migrant workers abroad.

Passport services must be carried out directly through supervision at the Immigration Office which is created to ensure that passports are only used for legitimate purposes in accordance with the applicant's purpose, such as vacationing and not working illegally in the destination country. In addition, immigration officers protect applicants who are vulnerable to becoming victims of human trafficking and human smuggling. The target is female applicants of productive age and low education to reduce the number of prospective PMI-NP. Officers are placed at the desk, during biometrics, interviews, and further examination/adjudication. Carefulness and precision are needed in selecting passport requirement documents, which can be in the form of authenticity of documents, conformity of the applicant's personal data with the personal data stated in the document, completeness of the main documents and supporting documents required. Consideration of the authenticity of the document is very important because from there it can be known about the truth of the application for a passport. The accuracy of the immigration authorities is very much needed in selecting the authenticity application documents because it is preventing misuse of the passport function

#### **Proportional Security Aspects in Immigration Services at Immigration Checkpoints**

Based on the Directorate General of Immigration, there are 179 Immigration Checkpoints consisting of 95 at Seaports, 37 at Airports, 15 at International Border Posts, and 42 at Traditional Border Posts. The task of Immigration Officers is not easy, apart from the service function, it also functions to protect the country. The people mobility of Indonesian border territory makes immigration select people entering or leaving Indonesian territory. If negligent, it will cause a problem of national sovereignty and security (Chacon, 2007). The form of public service in immigration checks formulates the character, ethics, and competence of immigration officers at Immigration Checkpoints (TPI) within the framework of professionalism. The problem of

differences in understanding, perspectives, and paradigms of the form of public service in immigration checks is based on differences in competence, character, and ethics of immigration officers. Public service in immigration checks at TPI is different from public services applied in other public sectors because there are aspects of border security, border management, and border technology. The character of immigration officers at TPI uses the concept of professional courtesy, not hospitality (Arifin & Nurkumalawati, 2020).

A broader conceptual framework such as sovereignty and security, as well as immigration policies that include ideological, security, legal, political, economic, social, and cultural interests. According to Rawls (1980), the principle of immigration inspection within the framework of public service includes morals and laws in public authority based on the principles of constructivism, formality, positivism, and provisions for the application of law. The inspection perspective must be viewed from the concept of human rights, state sovereignty, border law enforcement, aspects of international law, and the application of information systems. In practice, public services for the implementation of immigration inspections must also have a positive impact on a country, including improving and continuously stable economic impacts, creating multicultural socio-cultural conditions, maintaining political stability, establishing cooperation, and conducive state security.

## **CONCLUSIONS**

Immigration provide services and products that have different dimensions and characteristics from public services in general. A renewal is needed in understanding immigration services to the community. So that the reform process will give rise to an understanding, interpretation, ideas and concepts that make immigration services more appropriate and ideal, namely services through the Proportional Security Approach. The government as the organizer or provider of immigration services, in addition to providing public services to the community, must also provide security, order, protection for the state and its elements from threats that come from outside, inside, and between them. This is in the form of inspection, supervision, regulation, protection and escort which is carried out to achieve the functions of state security, law enforcement and prosperity development.

This paper offers theoretical insights on immigration services from the standpoint of state security. This study can serve as a fundamental framework for the government to accurately and optimally execute immigration services, and for the people to make informed decisions when seeking immigration services. This study aims to make a substantial contribution to enhancing the knowledge and understanding of immigration officers in effectively delivering professional and exemplary immigration services to bolster national security. Furthermore, it is anticipated to contribute insights for the development of immigration laws and procedures, while also facilitating future study in this domain.

## **LIMITATION & FURTHER RESEARCH**

The limits of this study lie in its focus solely on theoretical and conceptual discussions regarding the establishment of sustainable immigration services, with a specific emphasis on national security considerations. This study might benefit from using field data collected through surveys and questionnaires in order to gain more precise data. This can serve as a point of reference for future research aimed at expanding upon this topic.

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