

Optimization of Visa Services through Information Technology at the South Jakarta Immigration Office Based on Immigration Law

Abigail Syaqiena Hadinagoro*

University of Trisakti, Indonesia

Muhammad Iman Nasef

University of Trisakti, Indonesia

*Corresponding Author's Email: syaqienahadinagoro@yahoo.com

Article	Abstract
<p>How to cite: Abigail Syaqiena Hadinagoro & Muhammad Iman Nasef, 'Optimization of Visa Services through Information Technology at the South Jakarta Immigration Office Based on Immigration Law' (2026) Vol. 7 No. 1 Rechtenstudent Journal Sharia Faculty of KH Achmad Siddiq Jember State Islamic University.</p> <p>DOI: 10.35719/rch.v7i1.421</p> <p>Article History: Submitted: 06/01/2026 Reviewed: 12/02/2026 Revised: 07/03/2026 Accepted: 17/03/2026</p> <p>ISSN: 2723-0406 (printed) E-ISSN: 2775-5304 (online)</p>	<p>The use of information technology in visa services can provide convenience; however, it also gives rise to various problems, as experienced at the South Jakarta Immigration Office, including ineffective mechanisms, technical disruptions, and the potential for identity falsification. The research problems addressed in this study concern how information technology is used in visa services at the South Jakarta Immigration Office based on Law Number 63 of 2024 in conjunction with Law Number 6 of 2011, as well as the obstacles encountered in the use of information technology in visa services at the South Jakarta Immigration Office. This study employs a normative research method with a descriptive approach. Data were collected through literature studies and interviews and analyzed qualitatively. The results indicate that visa services at the South Jakarta Immigration Office have implemented information technology through an online-based e-visa system as regulated in Law Number 63 of 2024 in conjunction with Law Number 6 of 2011. All visa application processes are conducted digitally and in real time. The obstacles encountered include internal constraints, such as discrepancies in uploaded data, system validation failures, and technical disruptions, as well as external constraints, including the risk of cyberattacks, potential data breaches, and low levels of users' digital literacy. These obstacles have been addressed through improvements in technological infrastructure, strengthening of digital security, and the provision of online guidelines to ensure the continuity of optimal services. The Government is expected to enhance continuous evaluation of the electronic visa system.</p> <p>Keywords: <i>Immigration, Services, Information Technology, Visa.</i></p> <p>Abstrak Penggunaan teknologi informasi dalam pelayanan visa dapat memberikan kemudahan namun disisi lain juga menimbulkan permasalahan seperti di Kantor Imigrasi Jakarta Selatan yaitu mekanisme kurang efektif, gangguan teknis, serta potensi pemalsuan identitas. Permasalahan penelitian ini bagaimana penggunaan teknologi informasi dalam pelayanan visa di Kantor Imigrasi Jakarta Selatan berdasarkan UU Keimigrasian dan apa saja kendala yang dihadapi dalam penggunaan teknologi informasi dalam pelayanan visa di Kantor Imigrasi Jakarta Selatan? Metode penelitian ini tipe normatif dengan sifat deskriptif. Pengumpulan data melalui studi kepustakaan dan wawancara yang dianalisis secara kualitatif. Hasil penelitian menyatakan pelayanan visa di Kantor Imigrasi Jakarta Selatan telah menerapkan teknologi informasi melalui sistem e-visa berbasis daring sebagaimana diatur dalam UU Keimigrasian. Seluruh proses pengajuan visa dilakukan secara digital dan real time. Kendala yang dihadapi diantaranya kendala internal meliputi ketidaksesuaian data unggahan, validasi sistem yang gagal, dan gangguan teknis serta kendala eksternal meliputi risiko serangan siber, potensi kebocoran data, serta rendahnya literasi digital pengguna. Kendala tersebut telah direspons melalui</p>

peningkatan infrastruktur teknologi, penguatan keamanan digital, serta penyediaan panduan daring untuk memastikan kelangsungan pelayanan yang optimal. Pemerintah diharapkan meningkatkan evaluasi sistem visa elektronik secara berkelanjutan.

Kata Kunci: *Keimigrasian, Pelayanan, Teknologi Informasi, Visa.*

Introduction

Indonesia places the people as the holders of supreme power in the administration of state governance, so every public policy must be directed towards fulfilling the interests and welfare of the people.¹ This principle of popular sovereignty requires state administrators to provide effective, transparent, and accountable public services in line with advances in information technology. The digitalization of public services is an instrument for realizing this mandate by accelerating administrative procedures and increasing government transparency. However, the implementation of technology-based policies is not entirely free from legal issues due to limited infrastructure and human resource quality, which directly impact the effectiveness of law enforcement.²

Immigration is a strategic sector facing various challenges due to increasing reliance on digital-based service systems.³ Immigration plays a vital role in maintaining national sovereignty by regulating the movement of foreigners.⁴ This strategic role demands a service system that is orderly, secure, and provides legal certainty. Immigration regulations, enacted through Law Number 63 of 2024 in conjunction with Law Number 6 of 2011 (the Immigration Law), emphasize the goal of protecting the nation and providing legal certainty for Indonesian citizens and foreign nationals.⁵ Implementing these norms demands professional and accountable administrative services. An imbalance between legal norms and service practices has the potential to weaken the state's oversight function. Problems arise when the service system does not fully reflect the objectives of immigration law.

As the technical implementer of immigration services, the Immigration Office plays a crucial role in visa and residence permit services. The demand for technology-based services has become an institutional obligation due to the increase in cross-border mobility. The annual surge in visa applications has triggered the need for innovations in fast and efficient services.⁶ These innovations, however, have created problems when the system is not functioning

¹ Nasef, M. 2020. "Integrasi Pengaturan Organisasi Sayap Partai Politik Ke Dalam Undang-Undang Partai Politik." *Universitas Islam Indonesia*: 1–18.

² Kaulika, Sacharissa, and Ninuk Wijiningsih. 2024. "Peran Pemerintah Daerah Kota Bogor Dalam Pelaksanaan Urusan Pemerintahan Di Bidang Lalu Lintas Dan Transportasi." *Reformasi Hukum Trisakti* 6(4).

³ Adani, Puteri Shabrina, Sri Astutiningsih, Sri Wahyono, and Sunaryo Sunaryo. 2022. "Implementasi Kebijakan Visa on Arrival (Voa) Dalam Meningkatkan Kunjungan Wisatawan Mancanegara Di Provinsi Bali." *Journal of Public Policy and Applied Administration* 4(2): 55–81. doi:10.32834/jplan.v4i2.530.

⁴ Hamidi, Jazim, and Charles Christian. 2021. *Hukum Keimigrasian Bagi Orang Asing Di Indonesia*. Jakarta: Sinar Grafika.

⁵ Muharam, Alfathur, Paranio Rajata Butar Butar, and Muhammad Rizky Yoga Wibawanto. 2022. "Implementasi Fungsi Keimigrasian Dalam Keamanan Negara." *AL-MANHAJ: Jurnal Hukum dan Pranata Sosial Islam* 4(2): 573–82. doi:10.37680/almanhaj.v4i2.2007.

⁶ Kusuma, I Nengah Dwi. 2021. "Implementasi Sistem E-Visa Oleh Kantor Imigrasi Kelas I TPI Denpasar Dalam Meningkatkan Efisiensi Pelayanan Publik Bagi Wisatawan Mancanegara." *Socio-political Communication and Policy Review* Vol. 32(3): 167–86.

optimally. The backlog of applications and delays in service have led to public dissatisfaction.⁷ This situation indicates a structural problem with technology-based visa services.

Visas are the primary instrument for controlling foreigners, as stipulated in Articles 34 to 47 of the Immigration Law.⁸ Visa issuance aims to maintain national security and ensure the administrative selection of foreign nationals. The use of electronic visas is a policy to modernize immigration services. The e-visa regulation, issued by the Minister of Law and Human Rights Regulation No. 11 of 2024, encourages online-based services (Baghitz Hanan, Virra Wirdhiningsih, and Sri Kuncoro Bawono 2025). Implementation of this policy has not fully met expectations. Problems arise when the system's ease of use is not accompanied by optimal oversight and validation.

The e-visa system offers the advantages of time efficiency and transparency in the service process. Real-time monitoring offers the hope of improving public service accountability.⁹ However, on the ground, system disruptions and data input errors remain common. Low digital literacy among applicants exacerbates the system's ineffectiveness. Digital security gaps open up opportunities for immigration document falsification. Cases of counterfeit e-visas demonstrate weak digital system controls.

The South Jakarta Immigration Office serves as an example of implementing information technology-based visa services. The implementation of e-visas aims to improve service quality and ease public access.¹⁰ Empirical evidence shows that services are not yet fully effective and responsive. Delays in service and weak complaint mechanisms have given rise to legal issues. The discrepancy between regulations and service practices raises questions about legal effectiveness. These issues prompted a study of the use of information technology in visa services at the South Jakarta Immigration Office based on the Immigration Law. The research questions are as follows: first, how is information technology used in visa services at the South Jakarta Immigration Office based on the Immigration Law? Second, what are the obstacles faced in using information technology in visa services at the South Jakarta Immigration Office based on the Immigration Law?

Research on the use of immigration technology has been conducted by Benny Wijaya et al. (2022), Gibson A.M. Hutagalung (2023), and Imam Al Kindi et al. (2025), all of whom position information technology as an instrument for improving the efficiency and quality of immigration services. Wijaya et al.'s study emphasizes the role of information technology in accelerating public services and simplifying immigration bureaucracy. Hutagalung's study focuses on the use of the latest technology in immigration supervision. Meanwhile, Al Kindi et al.'s study examines the contribution of immigration information systems to improving compliance with foreign national residence permits. All of these studies highlight the benefits

⁷ Moh. Elang Virgiawan, and Yuniar Istiyani. 2024. "Analisis Kualitas Pelayanan Paspor Di Kantor Imigrasi Kelas 1 Non TPI Pemalang, Jawa Tengah." *Jembatan Hukum : Kajian ilmu Hukum, Sosial dan Administrasi Negara* 1(3): 281–97. doi:10.62383/jembatan.v1i3.560.

⁸ Rahman, Ivan Adriansyah, and Maria Puspitasari. 2025. "Analisis Perbandingan Screening Visa Negara Maju Terhadap Negara Rentan." *JURNAL LOCUS : Penelitian & Pengabdian* 4(10): 9826–39.

⁹ Estheria, Delvina, and Dita Dhikadara. 2022. "Implementasi Pemanfaatan Teknologi Informasi Pada Kebijakan Visa Indonesia." *Jurnal Kajian Strategik Ketahanan Nasional* 5(2). doi:10.7454/jkskn.v5i2.10068.

¹⁰ Saputra, IMDA, and N P A Prabawati. 2025. "Peranan Pengaplikasian Fitur 'Guarantor Account' Di Website E-Visa Imigrasi Indonesia Terhadap Ekstensi Visa Di Kantor Imigrasi Kelas I TPI Denpasar." *Socius: Jurnal Penelitian Ilmu ...* 02(22): 156–61. <https://ojs.daarulhuda.or.id/index.php/Socius/article/view/1633%0Ahttps://ojs.daarulhuda.or.id/index.php/Socius/article/download/1633/1775>.

of immigration technology in terms of efficiency, oversight, and administrative compliance. This study offers novelty because it specifically examines the use and constraints of information technology in visa services at the South Jakarta Immigration Office under the Immigration Law, an aspect that has not been the focus of previous research.

Research Method

This study uses a normative legal research type that views law as a system of norms and rules that apply as guidelines for community behavior. The research approach is descriptive to systematically describe the use and constraints of information technology in visa services at the South Jakarta Immigration Office based on the Immigration Law. Data sources consist of primary data through interviews with informants at the South Jakarta Immigration Office and secondary data in the form of primary, secondary, and tertiary legal materials. Primary legal materials include immigration laws and regulations, while secondary legal materials include books, journals, theses, legal articles, and previous research, and tertiary legal materials include KBBI (Indonesian Dictionary of the Indonesian Language) and internet sources. Data collection techniques are carried out through literature studies supported by structured interviews to strengthen the normative analysis. Data analysis uses a systematic qualitative method and conclusions are drawn through deductive logic to answer the research problem formulation.

Results and Discussion

The Use of Information Technology in Visa Services at the South Jakarta Immigration Office Based on the Immigration Law

The South Jakarta Class I Special Non-TPI Immigration Office is one of the technical implementation units of the Directorate General of Immigration that has implemented information technology in its e-visa services. The office is located at Jalan Warung Buncit Raya No. 207, South Jakarta. Immigration services at this office include visa administration, residence permits, and supervision of foreign nationals in the South Jakarta area. The office is also committed to improving the quality of digital-based services. The use of the e-visa system is a concrete form of public service transformation.

Data from the Directorate General of Immigration shows that the total number of e-visa applications from early January to May 2025 reached 4,345. The total number of e-visa applications from early January to May 2025 at the South Jakarta Immigration Office reached 912. These figures indicate that technology-based services are increasingly popular. The increase in e-visa applicants reflects the need for fast and convenient services. The South Jakarta Immigration Office is a pioneer in this electronic visa service.

The e-visa service at the South Jakarta Immigration Office is carried out through the official online platform accessible through visa-online.imigrasi.go.id. Applicants are required to complete the form completely and upload supporting documents in accordance with applicable regulations. All documents must be of the correct quality and format: color JPEG files, between 100 and 400 KB per file, and neatly laid out in the original format. Uploaded documents must not be skewed, must not contain additional objects, and the passport identity page must be intact with no cropped sections. Photos must be recent, taken within the last six months, and must not be edited from other documents. Each document must be uploaded in the appropriate column with the application label to ensure accurate data processing.

Once all documents have been uploaded and payment has been completed, the verification process will begin, and an e-visa will be sent to the guarantor's email address if approved. Therefore, guarantors should regularly check their email inbox to ensure the address is correct. If the application is rejected, the system will provide the reason for the rejection via the same email. In addition to waiting for notification via email, the application status can also be monitored independently via visa.imigrasi.go.id by entering the application number in the search field provided and clicking the "Search" button. If the data entered is correct, the system will immediately display the application status in real time. This service provides efficiency, clarity, and transparency at every stage of the visa application process.

Based on the above explanation, it is clear that e-visa services at the South Jakarta Immigration Office are conducted through an official online platform. Applicants must access the visa-online.imigrasi.go.id website to complete the form and upload supporting documents. After verification and payment, the e-visa will be issued and sent via email. The estimated processing time is between two and seven business days, depending on the completeness of the documents. This service offers convenience without the need to visit the immigration office in person.

The e-visa service system used nationally, including at the South Jakarta Immigration Office, is supported by the Immigration Information System (SIMKIM) and the Evisa Online System. SIMKIM synchronizes data between immigration units throughout Indonesia.¹¹ The Evisa Online System is specifically used for online electronic visa processing. Both systems are integrated with the foreigner database and the country's payment system. This technology enables an efficient and accurate process for granting electronic visas.

Based on an interview with Mr. Okky Setiawan, Head of the Residence Permit and Immigration Division at the South Jakarta Immigration Office, it was discovered that the IT-based visa service system has been actively used through web-based online applications. This system is an integral part of the nationally connected SIMKIM (Signature Registration System for Immigration). Utilization of this system allows for strict oversight of every visa application, including background checks on applicants and guarantors, as well as analysis of cross-border data and the travel ban list. Digital validation is carried out comprehensively to anticipate potential administrative and immigration violations.

The use of information technology in visa services at the South Jakarta Immigration Office utilizes the internet network, a central server, and an automated document validation system. The system is also equipped with a notification feature to provide applicants with the latest information. This infrastructure is designed to ensure the speed and accuracy of visa services. Data integration between the central office and regional units, such as the South Jakarta Immigration Office, is key to the success of digital services, as this integrated system can support rapid and accurate decision-making.

The e-visa processing procedure at the South Jakarta Immigration Office adheres to the standard operating procedures established by the Directorate General of Immigration. Each stage of the service is supported by real-time application tracking and biometric data matching. Payment is also made through a system connected to a bank or official digital wallet. The entire process is accessible to applicants at any time through an online portal, even if the application

¹¹ Simamora, Agato PP. 2023. "Implementasi Sistem Informasi Manajemen Keimigrasian (SIMKIM) Terintegrasi Sebagai Jembatan Keterkaitan Praktik Hukum Bisnis Dan Hukum Keimigrasian Secara Seimbang." *Unes Law Review* 6(1): 3002-14. <https://review-unes.com/https://creativecommons.org/licenses/by/4.0/>.

is submitted through the South Jakarta Immigration Office. This reflects the principles of transparency and public information disclosure.

The provisions of Articles 36 to 38 of the Immigration Law serve as the legal basis for visa issuance and the requirements and purposes for foreigners entering Indonesia.¹² These regulations have been implemented by the South Jakarta Immigration Office through an e-visa service that digitally adjusts visa types, document completeness, and visit purpose classifications. The Immigration Information System and Evisa Online System are designed to facilitate document uploads, visit purpose selection, and automatic verification in accordance with statutory provisions. This mechanism supports accurate application assessments and prevents visa misuse by foreign nationals.

The provisions of Articles 39 and 40 emphasize aspects of visa validity as well as the principles of legal certainty, accountability, and ease of immigration services.¹³ The e-visa service has adopted automatic visa validity determination, equipped with online reminder and update features to support monitoring of stay periods. The implementation of application tracking, system notifications, and transparency of decisions strengthens service accountability. Article 41 stipulates the obligation to provide written reasons for visa rejections, which has been implemented through the e-visa system at the South Jakarta Immigration Office. Rejections are delivered digitally with clear reasons, allowing applicants to monitor the status of their applications and reapply after addressing any deficiencies, thus supporting transparency and administrative fairness. The implementation of this technology demonstrates that digital-based visa services are in line with the mandate of the law and support the efficiency of immigration administration.

Based on this analysis, it can be seen that the provisions of Articles 36 to 41 of the Immigration Law clearly regulate visas and their granting procedures. Online visa services are part of the modernization of public services. The responsibilities of service providers are also regulated to ensure quality and legal certainty. The implementation of e-visas by the South Jakarta Immigration Office complies with these provisions. Furthermore, this use represents an adaptive renewal of immigration services.

Minister of Law and Human Rights Regulation Number 11 of 2024 strengthens the legal basis for electronic visa issuance through technical arrangements and security systems as stipulated in Articles 5A to 5D.¹⁴ These provisions have been implemented by the South Jakarta Immigration Office through an e-visa system equipped with data encryption, verification codes, and strict document upload standards. The implementation of digital security features aims to prevent forgery and guarantee the validity of electronic visas. Compliance with these technical

¹² Tanonggi, Rebecca, Imelda Tangkere, and Thor Sinaga. 2021. "Tinjauan Yuridis Terhadap Penyalahgunaan Visa Kunjungan Wisata Oleh Warga Negara Asing Di Indonesia Menurut Undang-Undang Nomor 6 Tahun 2011 Tentang Keimigrasian." *Lex Privatum* IX(8): 107–16. <https://ejournal.unsrat.ac.id/index.php/lexprivatum/article/view/38449><https://ejournal.unsrat.ac.id/index.php/lexprivatum/article/download/38449/35081>.

¹³ Syahrin, M A. 2019. "... Permohonan Paspor Secara Online (Apapo) Dalam Pelayanan Paspor Ri Berbasis E-Government: Studi Dogmatik Keimigrasian Dengan Pendekatan Critical Legal" *Lex Librum: Jurnal Ilmu Hukum* 6(Imi): 23–56. <https://lexlibrum.id/index.php/lexlibrum/article/view/144><https://lexlibrum.id/index.php/lexlibrum/article/download/144/157>.

¹⁴ Rianissa, Salma Nabila, Muhammad Luthfi Zuhdi, and Eko Daryanto. 2025. "Residence Permit Transition: A Literature Analysis on Challenges and Implementation in Indonesia." *Asian Journal of Engineering, Social and Health* 4(6): 940–54. doi:10.46799/ajesh.v4i6.581.

standards demonstrates the compliance of service delivery with national immigration regulations. The digitalization of services also reflects efforts to increase the accountability and efficiency of public services.

Based on the analysis presented, it can be concluded that the use of information technology in visa services at the South Jakarta Immigration Office has complied with legal requirements as stipulated in Articles 36 to 41 of the Immigration Law in conjunction with Article 41 of the Immigration Law. Every aspect of e-visa services, from visa type, administrative requirements, purpose of entry, validity period, service principles, to rejection mechanisms, has been digitally accommodated by the *evisa.imigrasi.go.id* system. This system ensures efficiency, legal certainty, accountability, and transparency as required by regulations. This demonstrates that the South Jakarta Immigration Office has carried out its institutional responsibilities professionally and adaptively to technological developments.

Obstacles to the Use of Information Technology in Visa Services at the South Jakarta Immigration Office Based on Immigration Law

The use of information technology in visa services at the South Jakarta Immigration Office demonstrates the transition from a manual to a digital system, which still faces various challenges. Digitalization does increase efficiency, transparency, and ease of access for applicants, while reducing the potential for maladministration through online processes and system tracking. However, the implementation of e-visas is not entirely free from obstacles, such as dependence on internet connections, data security risks, and the potential for technical disruptions and digital manipulation.¹⁵ These conditions require system, infrastructure, and user readiness for optimal and sustainable electronic visa services.

The challenges facing the use of information technology in visa services at the South Jakarta Immigration Office reflect the dynamics of the transition from a manual administrative system to a digital one. While information technology offers convenience and efficiency in visa services, its implementation is not without a number of obstacles that test the readiness of the system, the public, and the reliability of the digital infrastructure. The complexity of these changes creates administrative and technical risks that must be addressed promptly. The use of new systems always carries the potential for disruption, both internal and external, so identifying obstacles is crucial to support continuous improvement.

It is undeniable that the e-visa system offers high efficiency, transparency, and accessibility for visa applicants. Online visa applications are expected to shorten processing time and reduce in-person interactions that are prone to maladministration.¹⁶ Ease of process tracking and data validation can also be an added value of using information technology. However, the use of information technology in e-visa services is not entirely without its drawbacks. Dependence on internet networks, the risk of data leaks, and the potential for digital manipulation are inherent problems with the use of information technology in electronic visa services.

¹⁵ Wilonotomo, and Et.al. 2024. *Imigrasi Dan Perbatasan Indonesia Pascapandemi: Tantangan, Inovasi, Dan Solusi*. Jakarta Selatan: Kementerian Hukum dan Hak Asasi Manusia.

¹⁶ Yuniarto Putri, Aghnia, I Nyoman Darma Putra, and Made Antara. 2023. "The Influence of Electronic Visa Service Quality on Satisfaction and Intention to Return to Batam in the New Normal Era." *Journal of World Science* 2(10): 1753–56. doi:10.58344/jws.v2i10.470.

Visa services at the South Jakarta Immigration Office have utilized an integrated online system that allows applicants to independently submit applications, from registration to real-time status monitoring. All service stages are supported by the Immigration Management Information System, which ensures process traceability and increases service transparency. However, the implementation of this technology still faces technical and systemic challenges, particularly reliance on internet connectivity and server stability. Obstacles also arise during the verification stage when digital documents are not formatted correctly or cannot be read by the system. This situation has the potential to disrupt service effectiveness and generate complaints from users of the electronic visa service.

Based on an interview with Mr. Okky Setiawan, Head of Residence Permits and Immigration at the South Jakarta Immigration Office, barriers to the use of information technology in visa services at the South Jakarta Immigration Office are divided into two broad categories: internal and external. Internal barriers stem from the South Jakarta Immigration Office, encompassing technical aspects of the system, such as failed document validation, server disruptions, and suboptimal data integration between agencies. External barriers stem from environmental factors outside the South Jakarta Immigration Office, such as user readiness, digital system security, and the threat of cyberattacks. Both of these barriers have a direct impact on the quality of technology-based visa services at the South Jakarta Immigration Office.

A frequently encountered internal obstacle in the use of information technology for visa services at the South Jakarta Immigration Office is data inconsistency between the applicant's uploaded documents and the data contained in the system. This obstacle results in visa applications having to be returned for correction, which can prolong processing times. Inconsistencies in cross-agency systems, such as those at the South Jakarta Immigration Office and the Central Immigration Office, also cause delays in the verification process. A fully integrated information system makes the validation of guarantor data and foreigner crossings less accurate.¹⁷ As a result, the visa granting process cannot run optimally and takes longer, even though the system is online.

Technical challenges also contribute to the internal use of information technology for visa services at the South Jakarta Immigration Office. The online e-visa system relies on server stability and platform compatibility with users' devices. Some technical challenges include service pages that fail to load, incorrect document upload formats, or errors when filling out digital forms. These issues slow down the service process and can undermine public trust in the technology-based visa services at the South Jakarta Immigration Office.

External barriers to the use of information technology for visa services at the South Jakarta Immigration Office also stem from external risks. External risks of using information technology include potential cyberattacks and data leaks. The immigration system stores critical visa applicant data, including personal identification, travel history, and guarantee documents. Hacking threats can lead to data misuse for illegal purposes. Therefore, system security must be strengthened through encryption, dual authentication, and regular system updates. Without adequate protection, digital systems can create new legal loopholes. However, to date, no data leaks have been identified, specifically in the use of information technology for visa services at the South Jakarta Immigration Office.

¹⁷ Ryanindityo, Mochammad, Koesmoyo Ponco Aji, Bobby Briando, and M. Alvi Syahrin. 2025. "Transformasi Digital Untuk Meningkatkan Layanan Dan Keamanan Di Tempat Pemeriksaan Imigrasi Di Indonesia: Studi Terhadap Kebijakan Basis Data Terintegrasi." *Jurnal Administrasi Publik* 21(1): 1–31. doi:10.52316/jap.v21i1.429.

Interviews indicate that data security and the potential for visa forgery remain major obstacles to the use of information technology in immigration services. Several cases between 2021 and 2024, including the arrest of several foreign nationals using fake passports and visas, demonstrate the vulnerability of digital systems if oversight is not optimal. This situation prompted the South Jakarta Immigration Office to strengthen its security system, improve visa authentication, and intensify coordination with relevant agencies and airport authorities to more effectively prevent forgery practices.

External barriers to the use of information technology in visa services are closely related to public readiness and the reliability of digital systems. The transition from manual services to online systems requires digital literacy, which not all applicants yet possess. Difficulties understanding the application process, document upload processes, and responding to automated notifications increase the risk of administrative errors. Inequitable socialization of the use of electronic visa services further exacerbates this lack of preparedness. Technical challenges, such as server disruptions and unresponsive systems, also frequently hamper access and the verification process. This situation results in delays in visa application processing, especially when the number of applicants increases.

Articles 37 and 38 of Law Number 63 of 2024 in conjunction with Law Number 6 of 2011 explicitly regulate the administrative requirements and the purposes and objectives for foreigners entering Indonesian territory. Internal obstacles such as data discrepancies, invalid document formats, and non-adaptive validation systems can hinder the proper administrative selection process. These obstacles disrupt the implementation of the article because they have the potential to make it difficult for applicants who actually meet the requirements. The applied technology system must be able to verify data accurately and in an integrated manner so that application processing remains compliant with objective provisions in the law. Consistency between regulatory provisions and system functionality is crucial for the success of electronic visa services. However, obstacles such as server disruptions and unresponsive systems are very minimal in the use of information technology in visa services at the South Jakarta Immigration Office.

From January to May 2025, 317 issues were recorded in the electronic visa service out of a total of 912 applications received at the South Jakarta Immigration Office. The most common issues included applicants entering incorrect data, system connection issues, and document upload failures, which delayed or required the process to be repeated. Furthermore, there were cases of potential digital document forgery and suspicious activity indicating cybersecurity threats. Each issue directly impacted service efficiency, ranging from process delays to the need for additional manual checks. These findings emphasize the importance of improving technology systems, data validation, and digital security to ensure optimal visa services.

The issue of data manipulation also poses a serious threat to the use of information technology. The case of falsified visit purpose data discovered in May 2025 demonstrates that digital systems still have loopholes that can be exploited by irresponsible parties. Attempts to illegally change the purpose of a visit from tourism to business through digital documents demonstrate the need for strengthened oversight of data authenticity. A fully system-based verification process requires the support of a strict and responsive screening mechanism. This situation underscores the importance of strengthening security systems and intensive coordination between agencies to prevent misuse of digital immigration services.

Based on an interview with Mr. Okky Setiawan, Head of the Residence Permit and Immigration Division at the South Jakarta Immigration Office, it is clear that the South Jakarta

Immigration Office has addressed internal obstacles by strengthening its information technology system. Improvements to the database structure, optimization of upload formats, and regular system testing are key steps. Efforts are also being made to develop more flexible service modules to ensure the system can effectively accept various document formats. These technical adjustments are expected to reduce automatic rejections due to inappropriate data formats or structures. This implementation demonstrates the agency's commitment to improving the reliability of its electronic visa service system.

The South Jakarta Immigration Office has taken various strategic steps to address external obstacles by strengthening the security of its electronic visa service system. The e-visa system is equipped with a firewall, intrusion detection, and biometric-based authentication to prevent cyber threats. Multi-layered protection of personal data is prioritized to maintain the confidentiality and integrity of applicant information. Cross-agency collaboration, including cooperation with the National Cyber and Crypto Agency (BKSDA), has strengthened the stability of the digital system. These efforts demonstrate the institution's commitment to addressing information technology security risks. Strengthening this system is a crucial foundation for secure and reliable digital visa services.

Another strategy focuses on improving public preparedness and the sustainability of online services. The South Jakarta Immigration Office provides technical guidance, video tutorials, and digital outreach media to increase public understanding. Online support and consultation services are available to assist applicants with technical issues. The system interface has been simplified to ensure ease of use for all levels of society. An automatic recovery system and backup servers are in place to anticipate service disruptions. A real-time notification mechanism helps maintain transparency and applicant convenience throughout the service process.

Online visa forgery demonstrates the urgency of establishing more specific and stringent legal regulations regarding sanctions against perpetrators of digital data manipulation within the immigration system. Although the Immigration Law already contains general provisions regarding the forgery of immigration documents, the complexity of technology-based cybercrime requires explicit norms regarding e-visa forgery, including the perpetrators, media, and digital-based modus operandi. Therefore, derivative regulations are needed that directly regulate administrative and criminal sanctions for e-visa forgers, including applicants and third parties involved. Such regulations are crucial not only for protecting the integrity of the national immigration system but also for supporting the effectiveness of digital transformation in public services more broadly.

Conclusion

The use of information technology in visa services at the South Jakarta Immigration Office complies with Articles 36 to 41 of the Immigration Law. Visa services are provided through an efficient and integrated online service system at evisa.imigrasi.go.id, with service stages supported by automatic verification, digital notification features, and integration with the national immigration database. Service obstacles include data inconsistencies, system validation failures, technical disruptions, the risk of cyberattacks, potential data leaks, and low digital literacy, which impact the administrative process as stipulated in Articles 37 and 38 of the Immigration Law. Efforts have been made to strengthen the technology system, improve databases, enhance digital security, provide online guidance, and develop an automatic recovery system to maintain service continuity. The government is expected to conduct ongoing

evaluations of the electronic visa system by strengthening digital infrastructure and data integration to minimize technical and administrative obstacles. Users of the electronic visa service are expected to prepare documents in accordance with regulations and improve their understanding of digital procedures to ensure a smooth application process.

Bibliography

Book

Hamidi, Jazim, and Charles Christian. *Hukum Keimigrasian Bagi Orang Asing Di Indonesia*. Jakarta: Sinar Grafika, 2021.

Wilonotomo, and Et.al. *Imigrasi Dan Perbatasan Indonesia Pascapandemi: Tantangan, Inovasi, Dan Solusi*. Jakarta Selatan: Kementerian Hukum dan Hak Asasi Manusia, 2024.

Journal

Adani, Puteri Shabrina, Sri Astutiningsih, Sri Wahyono, and Sunaryo Sunaryo. 2022. "Implementasi Kebijakan Visa on Arrival (Voa) Dalam Meningkatkan Kunjungan Wisatawan Mancanegara Di Provinsi Bali." *Journal of Public Policy and Applied Administration* 4(2): 55–81. doi:10.32834/jplan.v4i2.530.

Baghitz Hanan, Virra Wirdhiningsih, and Sri Kuncoro Bawono. 2025. "Inovasi Administratif Dalam Pelayanan Keimigrasian: Menuju Birokrasi Modern Dan Responsif." *Journal of Administrative and Social Science* 6(1): 170–81. doi:10.55606/jass.v6i1.2107.

Estheria, Delvina, and Dita Dhikadara. 2022. "Implementasi Pemanfaatan Teknologi Informasi Pada Kebijakan Visa Indonesia." *Jurnal Kajian Stratejik Ketahanan Nasional* 5(2). doi:10.7454/jkskn.v5i2.10068.

Kaulika, Sacharissa, and Ninuk Wijiningsih. 2024. "Peran Pemerintah Daerah Kota Bogor Dalam Pelaksanaan Urusan Pemerintahan Di Bidang Lalu Lintas Dan Transportasi." *Reformasi Hukum Trisakti* 6(4).

Kusuma, I Nengah Dwi. 2021. "Implementasi Sistem E-Visa Oleh Kantor Imigrasi Kelas I TPI Denpasar Dalam Meningkatkan Efisiensi Pelayanan Publik Bagi Wisatawan Mancanegara." *Socio-political Communication and Policy Review Vol.* 32(3): 167–86.

Moh. Elang Virgiawan, and Yuniar Istiyani. 2024. "Analisis Kualitas Pelayanan Paspor Di Kantor Imigrasi Kelas 1 Non TPI Pemalang, Jawa Tengah." *Jembatan Hukum : Kajian ilmu Hukum, Sosial dan Administrasi Negara* 1(3): 281–97. doi:10.62383/jembatan.v1i3.560.

Muharam, Alfathur, Paranio Rajata Butar Butar, and Muhammad Rizky Yoga Wibawanto. 2022. "Implementasi Fungsi Keimigrasian Dalam Keamanan Negara." *AL-MANHAJ: Jurnal Hukum dan Pranata Sosial Islam* 4(2): 573–82. doi:10.37680/almanhaj.v4i2.2007.

Nasef, M. 2020. "Integrasi Pengaturan Organisasi Sayap Partai Politik Ke Dalam Undang-Undang Partai Politik." *Universitas Islam Indonesia*: 1–18.

Rahman, Ivan Adriansyah, and Maria Puspitasari. 2025. "Analisis Perbandingan Screening Visa Negara Maju Terhadap Negara Rentan." *JURNAL LOCUS : Penelitian & Pengabdian* 4(10): 9826–39.

Rianissa, Salma Nabila, Muhammad Luthfi Zuhdi, and Eko Daryanto. 2025. "Residence Permit Transition: A Literature Analysis on Challenges and Implementation in Indonesia." *Asian Journal of Engineering, Social and Health* 4(6): 940–54. doi:10.46799/ajesh.v4i6.581.

Ryanindityo, Mochammad, Koesmoyo Ponco Aji, Bobby Briando, and M. Alvi Syahrin. 2025. "Transformasi Digital Untuk Meningkatkan Layanan Dan Keamanan Di Tempat

- Pemeriksaan Imigrasi Di Indonesia: Studi Terhadap Kebijakan Basis Data Terintegrasi.” *Jurnal Administrasi Publik* 21(1): 1–31. doi:10.52316/jap.v21i1.429.
- Saputra, IMDA, and N P A Prabawati. 2025. “Peranan Pengaplikasian Fitur ‘Guarantor Account’ Di Website E-Visa Imigrasi Indonesia Terhadap Ekstensi Visa Di Kantor Imigrasi Kelas I TPI Denpasar.” *Socius: Jurnal Penelitian Ilmu ...* 02(22): 156–61. <https://ojs.daarulhuda.or.id/index.php/Socius/article/view/1633%0Ahttps://ojs.daarulhuda.or.id/index.php/Socius/article/download/1633/1775>.
- Simamora, Agato PP. 2023. “Implementasi Sistem Informasi Manajemen Keimigrasian (SIMKIM) Terintegrasi Sebagai Jembatan Keterkaitan Praktik Hukum Bisnis Dan Hukum Keimigrasian Secara Seimbang.” *Unes Law Review* 6(1): 3002–14. <https://review-unes.com/https://creativecommons.org/licenses/by/4.0/>.
- Syahrin, M A. 2019. “... Permohonan Paspor Secara Online (Apapo) Dalam Pelayanan Paspor Ri Berbasis E-Government: Studi Dogmatik Keimigrasian Dengan Pendekatan Critical Legal” *Lex Librum: Jurnal Ilmu Hukum* 6(Imi): 23–56. <https://lexlibrum.id/index.php/lexlibrum/article/view/144%0Ahttps://lexlibrum.id/index.php/lexlibrum/article/download/144/157>.
- Tanonggi, Rebecca, Imelda Tangkere, and Thor Sinaga. 2021. “Tinjauan Yuridis Terhadap Penyalahgunaan Visa Kunjungan Wisata Oleh Warga Negara Asing Di Indonesia Menurut Undang-Undang Nomor 6 Tahun 2011 Tentang Keimigrasian.” *Lex Privatum* IX(8): 107–16. <https://ejournal.unsrat.ac.id/index.php/lexprivatum/article/view/38449%0Ahttps://ejournal.unsrat.ac.id/index.php/lexprivatum/article/download/38449/35081>.
- Yuniarto Putri, Aghnia, I Nyoman Darma Putra, and Made Antara. 2023. “The Influence of Electronic Visa Service Quality on Satisfaction and Intention to Return to Batam in the New Normal Era.” *Journal of World Science* 2(10): 1753–56. doi:10.58344/jws.v2i10.470.

Interview

Interview, Mr. Okky Setiawan, as the Head of Residence Permit and Immigration at the South Jakarta Immigration Office, on June 5, 2025, at the South Jakarta Immigration Office.