
THE TRANSITION OF IMMIGRATION SERVICE MODERNIZATION IN THE REVIEW OF LAW NUMBER 6 OF 2011 ON IMMIGRATION

Novan Syahputra^{1)*}, Cokorde Istri Dian Laksmi Dewi¹⁾, & Benyamin Tungga¹⁾

Universitas Ngurah Rai Bali, Indonesia¹⁾

*Email: novansyahputra1029@gmail.com **

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Abstract

The increase in international mobility requires innovations in immigration services that are fast, efficient, and secure. One of the innovations implemented by the Directorate General of Immigration Indonesia is the use of the autogate system, which allows immigration checks to be performed independently by travelers through passport scanning and biometric data. This system aims to expedite the inspection process, reduce queues, and enhance the accuracy and transparency of immigration surveillance. This study aims to analyze the implementation of the autogate system within the context of Indonesian immigration law, referring to Law Number 6 of 2011 on Immigration. The approach used covers the philosophical, legal, and sociological aspects of applying autogate as an instrument for modernizing immigration services. The results show that the use of this technology supports the principles of efficiency, transparency, and national security protection. However, technical challenges, regulations, and inter-agency data integration remain obstacles to its optimal implementation. Therefore, this study is expected to contribute to public policy and the refinement of a technology-based immigration system that is grounded in legal certainty and national interests.

Keywords: Autogate System, Immigration, Technology

A. INTRODUCTION

In the rapidly evolving digital era, the demand for fast, efficient, and transparent public services is increasing (Utami P, 2023). One sector directly impacted by digitalization is immigration. As a public service that interacts directly with the international community, modernizing the immigration system is a necessity (Hanan et al., 2025). One form of this modernization is the use of autogate technology, an automated inspection system that allows entry and exit processes within Indonesia to be carried out independently and digitally (Anungerah & Wiraputra).

The Autogate system is an automated border-crossing immigration facility accessible to all Indonesian citizens entering and exiting the country. It requires passport scanning and fingerprints to open the gate, available on the Autogate device (Fatharani et al., 2021). However, this autogate system is now also accessible to foreign nationals entering and exiting

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Indonesia. With this system, immigration security has been tightened and improved (Purba & Wiradinata, 2022).

The use of autogates not only reflects technological advancements but also embodies institutional transformation in the implementation of immigration duties, as stipulated in Law Number 6 of 2011 concerning Immigration. The law defines immigration functions as services, law enforcement, state security, and facilitating the development of public welfare. Therefore, the presence of autogates plays a strategic role as a supporting instrument for the efficient and accountable implementation of these functions.

The implementation of automated portals has had a positive impact on the quality of public services in the immigration sector (Darmaputra & Prabawati, 2025). This system provides tools that facilitate officers and travelers in conducting inspections independently, replacing the manual process previously performed by immigration officers at the counter. This system makes the inspection process more practical, faster, and more efficient. The automated portal also reflects the principle of responsibility in the implementation of authority by the Department of Immigration (Setiawan, 2022).

In addition to improving accuracy, this system also minimizes human error, which often occurs in manual systems (Ramdani & Firdaus, 2024). Managed by a technology-based system, the potential for violations or deviations from established procedures can be reduced (Alaydrus et al., 2023). The implementation of automatic gates also reduces the intensity of direct interaction between officers and the public, as the entire process follows established procedures, guidelines, and flows. As a result, inspection times are shorter and queues at immigration posts are reduced, resulting in a smoother process (Pratama & Jamil, 2023).

Furthermore, the use of autogates facilitates immigration officers' monitoring of people entering Indonesia. When travel documents are scanned, the system automatically verifies the identity and authenticity of the documents. If a match is found with the data of a blocked person, access is automatically denied. The same applies to biometric data such as fingerprints or facial features; if they do not match, the portal will not open (Puspitasari R, 2024). This method enhances monitoring accuracy and minimizes human error. However, it should be noted that this system only applies to Indonesian citizen (WNI) passports and cannot be applied to foreign nationals (WNA). Therefore, this monitoring is specifically for Indonesian citizens passing through non-TKI (Indonesian migrant worker) routes (Wahlulia, 2024).

At certain times, immigration checks can create long queues of passengers in the immigration area. This area is limited and all activities within it are regulated by applicable regulations, so fast and safe checks are crucial for maintaining order and control. One way to reduce queues is to utilize Autogates. When passenger congestion occurs, officers should direct them to use Autogates. Both officers and passengers find Autogates immediately beneficial, as passport checks become more convenient and queues at immigration counters can be reduced.

However, although autogates have been implemented at several immigration points, such as international airports, questions remain about the extent to which this technology is relevant and urgently needed for national optimization, particularly from a legal perspective.

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The suboptimal utilization of autogates in various regions, technical and regulatory challenges, and the lack of cross-agency data integration demonstrate that the urgency of this study lies not only in the technological aspects, but also in the legal basis and overall immigration governance.

Therefore, this research is crucial to analyze the position of autogates as part of efforts to modernize immigration services and review their compliance with immigration law principles as stipulated in Law No. 6 of 2011. Therefore, the research findings are expected to contribute to the development of public policy and the improvement of a technology-based immigration service system that is legally sound, effective, and oriented toward the national interest (Putra & Arifin, 2020).

Human mobility between countries has increased significantly. The flow of people entering and leaving Indonesia from various countries has pushed the government to provide fast, accurate, and secure immigration services. One innovation implemented by the Directorate General of Immigration is the use of autogate machines at Immigration Checkpoints (TPI), including the Bali Immigration Office. Through Circular Letter Number IMI-469.GR.03.06 of 2024, the Directorate General of Immigration issued new regulations aimed at supervising and monitoring foreign nationals residing in the Republic of Indonesia regarding the provision of information regarding their identity and/or family identity, as well as reporting any changes in their civil status, citizenship, employment, guarantor, or address to the local immigration office to maintain security and uphold Indonesia's sovereignty. The Ngurah Rai Immigration Office in Bali has strengthened its oversight of foreign nationals (WNA) after undergoing a simplified automated immigration checkpoint process, or autogate, at I Gusti Ngurah Rai International Airport.

The autogate machine is an automated system that allows users to conduct immigration checks independently, without the direct involvement of immigration officers. With this technology, individuals wishing to enter or exit Indonesia simply scan their passport and biometric data, such as fingerprints or facial recognition. The system then automatically verifies identity and records the crossing in the immigration database. The implementation of autogate machines aims to improve service effectiveness, expedite the inspection process, minimize queues at the TPI (Traffic Checkpoints), and tighten oversight of immigration violations. The importance of using this technology aligns with the state's efforts to improve fast and accurate digital-based public services. The effectiveness of autogate machines depends heavily on three main aspects: philosophical, legal, and sociological. These three aspects serve as the foundation that regulates and directs the implementation of the immigration system in Indonesia to ensure it aligns with legal principles and public needs.

Philosophically, immigration is part of the state's efforts to maintain sovereignty, security, and order within its territory. Immigration inspections aim to ensure that everyone entering and exiting Indonesia does so legally and in accordance with applicable regulations. The use of autogate machines reflects several important philosophical principles in public service. First, the principle of efficiency and effectiveness, where technology is used to expedite the inspection process, reduce queues, and increase the accuracy of crossing data recording. With

this automated system, the time needed to process one user is much faster compared to manual checking by officers.

Second, the principles of transparency and accountability, which are essential foundations of modern public services. The autogate system ensures that the entire inspection process is digitally recorded, reducing the possibility of abuse of authority and increasing government accountability in conducting immigration oversight. Third, the principle of national protection and security. Autogate inspections enable early identification of individuals with potential legal violations or other immigration issues. This technology helps prevent the entry of transnational criminals, terrorists, or problematic foreign nationals into Indonesia.

The implementation of immigration inspections in Indonesia is comprehensively regulated in Law Number 6 of 2011 concerning Immigration. This law serves as the basis for conducting inspections at the TPI (Transportation Terminal), including the use of technology such as autogate machines to support immigration duties and functions. Several provisions in the law that form the legal basis for the use of autogates include Article 1, number 3, which explains that immigration encompasses services, law enforcement, state security, and facilitators of community welfare development. Autogate machines are a technology-based service that simplifies and expedites the immigration process for the public. Article 2 further affirms that immigration administration is based on the principles of legal certainty, benefit, and public order. The use of autogates ensures accurate recording of cross-border data and facilitates the monitoring process in accordance with applicable legal regulations. Article 13 paragraph (1) states that everyone entering or leaving Indonesian territory is required to undergo inspection by immigration officials at the TPI (Traffic Checkpoints). Autogates facilitate inspections by immigration officials, as biometric data and travel information are automatically recorded in the system. Article 15

Contains provisions regarding the use of information technology in the implementation of immigration functions. Autogate machines represent a concrete implementation of modern technology to improve the efficiency and accuracy of immigration services. Article 75 paragraph (1) authorizes immigration officials to take administrative action against foreigners who violate immigration regulations. With the autogate system, data on incoming and outgoing foreign nationals can be automatically monitored to detect potential violations (Astiniasih, 2025).

The provisions in the law demonstrate that the use of autogates has a strong legal basis and supports the principle of law enforcement. The use of autogate machines at the Bali Immigration Office is an innovative step in strengthening legal oversight in the immigration sector. This technology enables the immigration inspection process to run automatically, particularly at Immigration Checkpoints (TPI), thereby expediting the entry and exit of foreign nationals (WNA) and Indonesian citizens (WNI) without compromising legal oversight. With this automated system, the government can carry out immigration law enforcement functions more efficiently, particularly in detecting violations and preventing the entry of individuals who do not meet legal requirements.

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One important aspect of using autogates is their ability to reduce the workload of immigration officers in the field. With much of the inspection process automated, officers can focus more on in-depth examinations of individuals with potential violations or requiring special supervision. From a legal perspective, this provides an advantage in implementing the principles of selectivity and early prevention as stipulated in Law Number 6 of 2011 concerning Immigration. Article 66 paragraph (1) of the law stipulates that everyone entering or leaving Indonesian territory is required to undergo immigration inspection, which is now supported by autogate technology for effective and efficient implementation of this regulation.

However, the implementation of autogates in the context of immigration law enforcement also faces various challenges. One major challenge is technical glitches that can affect the accuracy of inspection results. For example, errors in biometric scanning or failed identification can cause delays or even errors in detecting violators. This has the potential to create legal loopholes where individuals with a history of violations or those on the immigration blacklist can escape supervision. Therefore, the effectiveness of autogates as a legal instrument depends heavily on the system's reliability and ability to accurately validate data. From a legal oversight perspective, autogate plays a crucial role in monitoring and detecting immigration violations in real time. The system automatically compares user data with blacklists, international criminal records, or Interpol data, thus providing tighter legal controls at the border. By using this technology, the Directorate General of Immigration has a stronger tool to prevent the entry of individuals who violate the law or pose a threat to national order and security. This provision aligns with Article 75 paragraph (1) of Law Number 6 of 2011, which authorizes immigration to take administrative action, including deportation, against foreigners who endanger public order and security (Sembiring et al., 2023).

However, on the other hand, the use of autogates also raises legal issues related to personal data protection. These systems collect biometric data, including fingerprints and facial scans, which must be legally protected to prevent misuse or leakage of sensitive information. In this context, the government has a legal obligation to ensure that data collection, storage, and processing comply with the privacy principles stipulated in Law Number 27 of 2022 concerning Personal Data Protection (PDP Law). Failure to comply with these provisions can result in legal consequences for system administrators, including the Directorate General of Immigration, in the event of a violation of the privacy rights of citizens or foreigners. The effectiveness of autogates as an immigration law enforcement instrument is also influenced by legal compliance and public trust.

The success of these systems is determined not only by the technology used, but also by transparency and accountability in their implementation. Regular evaluation of system reliability, regulatory compliance, and the protection of individuals' legal rights is crucial to ensure that autogates function in accordance with their legal objectives, namely safeguarding national sovereignty and enforcing immigration regulations. Thus, the implementation of autogates at the Bali Immigration Office reflects both preventive and repressive legal efforts to prevent immigration violations. Philosophically, this technology supports the principles of

legal certainty and enforcement at the border, as mandated by Law Number 6 of 2011. Despite technical challenges and personal data protection issues, if properly managed, autogates can be an effective legal instrument in strengthening immigration oversight and law enforcement. The research questions discussed in this paper are:

1. How are immigration services legally regulated in Indonesia?
2. Does modernization in the immigration service system provide legal certainty in the immigration sector?

B. LITERATURE REVIEW

Technology-Based Modernization of Public Services and Immigration

The need for fast, efficient, and transparent public services is inevitable in the digital era (Natika L, 2024). Increasing public demands are driving every government sector, including immigration, to adapt to technological advances. This transformation is not merely a trend, but a necessity to improve overall service quality. One concrete manifestation of this modernization is the adoption of Autogate technology (Wibowo, 2025). As highlighted by Putra & Arifin (2020), innovations such as autogate are a manifestation of institutional transformation. This system shifts the paradigm of immigration services from a manual to an automated and autonomous system, enabling travelers to undergo self-examination through passport scanning and biometric data.

The implementation of autogate has a significant impact on three key immigration functions. First, in terms of public service, this system dramatically speeds up the passport inspection process, reducing the long queues often encountered at airports. With significantly shorter processing times, the public can experience a smoother and more comfortable experience. Second, from a law enforcement perspective, this technology increases accuracy and minimizes human error. Passenger data is automatically verified against blacklists or criminal records, making border controls more stringent and effective. Finally, for national security, biometric verification makes autogates a crucial tool for preventing the entry of individuals who could potentially endanger national security.

Thus, the use of autogates not only reflects technological advancements but also serves as a strategic instrument that supports the efficient, accountable, and modern implementation of immigration functions. The presence of this technology demonstrates the government's efforts to meet public demands by integrating innovation into the bureaucratic system, thus creating a public service that is responsive to changing times and oriented toward the national interest.

Autogate's Effectiveness in Speeding Up Processes and Improving Accuracy

The effectiveness of autogates is most evident in their ability to reduce inspection times. Instead of relying on time-consuming manual verification, these systems use passport scanning and biometrics (such as fingerprints or facial recognition) to process passers in just seconds. This speed not only minimizes queues at immigration posts but also makes the entire process more efficient for both officers and passers-by. Research by Anungerah & Wiraputra shows that this automated method is far superior in speed compared to manual systems that are prone to human error.

Beyond efficiency, autogates also improve data accuracy. With automation, passport and biometric data are recorded precisely, reducing the risk of errors due to human error (Mas'adi, 2025). This increased accuracy also helps reduce the potential for irregularities or procedural violations. If suspicious documents or inconsistent data are found, the system automatically denies access and alerts officers (Judijanto et al., 2025). This ensures that every crossing is recorded correctly and in accordance with established procedures.

Autogate's Position in the Immigration Legal Framework

Research by Sembiring et al. (2023) confirms that the use of autogate has a solid legal basis. This system is not merely an innovation, but rather a concrete implementation of Law Number 6 of 2011 concerning Immigration. Various articles in this law explicitly or implicitly legitimize the use of technology to support immigration functions. For example, the law regulates the authority of immigration officials to conduct inspections, which can now be supported by autogate as an efficient instrument. Thus, autogate is considered a manifestation of the principles of selectivity and early prevention.

Autogate's automation of routine inspection processes allows immigration officers to shift their focus. Instead of manually handling every single traveler, they can now concentrate on individuals identified by the system as high-risk or requiring more in-depth inspection. This not only increases efficiency but also strengthens law enforcement and national security more effectively. This process ensures that existing human resources and time are optimally utilized to prevent potential threats or serious legal violations (Bongso & Ibrahim, 2023).

C. RESEARCH METHODOLOGY

This research is a normative legal study, a literature review focusing on secondary legal materials. The approach used is deductive, drawing conclusions from general legal norms to specific cases, with qualitative analysis. The research was conducted using a normative juridical approach, emphasizing the study of legal principles, legal systematics, legal synchronization, and the interpretation of statutory regulations. The primary focus of this research is the discovery of legal principles, both explicit and implicit, from written and unwritten legal sources. The legal materials used include primary legal materials such as statutory regulations, including the 1945 Constitution and Law Number 6 of 2011 concerning Immigration, as well as secondary legal materials such as books, journals, and expert opinions. Tertiary legal materials such as encyclopedias and legal dictionaries also serve as supplementary sources.

Data collection was conducted through a literature review, examining statutory regulations, official documents, and legal literature. The stages include source identification, selection, recording, and initial analysis of relevant legal substance. The analysis was conducted qualitatively using a descriptive-analytical approach, employing inductive logic and legal interpretation and construction tools. The analysis aimed to systematically identify the interconnectedness of norms and address the legal issues under study.

D. RESULT AND DISCUSSION

Legal Regulation of Immigration Services in Indonesia

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Immigration services in Indonesia are regulated primarily through Law Number 6 of 2011 concerning Immigration and its implementing regulations, such as Government Regulation Number 31 of 2013 (most recently amended by Government Regulation No. 51 of 2020), as well as a number of ministerial regulations, such as the Minister of Law and Human Rights Regulation (Permenkumham), which governs the procedures for granting stay permits and the visa-waiver system, where applicable. This legal framework covers administrative services such as issuing passports, visas, and visit, limited, and permanent stay permits (Simarta R, 2023). The provisions also cover mechanisms for refusal, cancellation, and expiration of permits, as well as exceptions and administrative sanctions in the event of violations. In practice, the immigration service system exhibits imperfections and disparities: officer discretion allows for differences in the handling of violations, between issuing Immigration Administrative Actions (TAK) or criminal sanctions. This discretion arises because there are no regulations defining the types of violations that are subject to TAK or criminal sanctions, creating legal uncertainty and disparities in implementation.

Empirical research on travel document issuance at the Makassar Immigration Office shows that formally, the service complies with procedures. However, its effectiveness is still hampered by factors such as infrastructure, the quality of law enforcement, the legal culture of the community, and the internal aspects of the immigration agency itself. In the pandemic era, the immigration oversight function has become crucial for maintaining national health. The study concluded that immigration institutions play a strategic role in controlling the spread of COVID-19 through visa restrictions, residence permits, and tracking foreigners, indicating an expansion of the scope of service functions into the realm of national health security. Collaboration between institutions is also a key element. For example, the Directorate General of Immigration and the National Police's Intelligence and Security Agency (Baintelkam) have collaborated to form a Pora Team designed to optimize surveillance and law enforcement against foreigners. This effort is considered effective in reducing operational constraints and strengthening synergy between officers in detecting immigration violations.

Law enforcement against immigration violations, particularly against foreign workers who violate non-procedural procedures or abuse their stay permits (overstaying, visiting permits, and the like), presents significant implementation challenges. Several studies describe procedural inconsistencies, weak administrative controls, and the frequent perceived deterrence of administrative sanctions compared to formal criminal proceedings. Normatively, these studies recommend the need for revisions to laws and regulations to clarify the classification of violations, the criteria for imposing TAK, and the mechanism for the use of officer discretion (Pratama & Yulinda, 2022). This aims to ensure immigration services are based on legal certainty and consistent sanction application, without neglecting administrative discipline and the human rights of the foreigners involved.

Immigration services in Indonesia are based on Law No. 6 of 2011 and subsequent implementing regulations, which govern permit issuance, visa processing, and administrative and criminal sanctions. Although formal procedures are in place, service effectiveness is often hampered by institutional and resource factors. Officer discretion leads to differences in

service practices without clear norms. The supervisory system is strengthened through synergy between institutions such as the Directorate General of Immigration and the Indonesian National Police (Tim Pora), which play a crucial role in detecting violations. Consequently, regulations need to be refined to ensure more structured and equitable discretion and sanctions. In the context of the pandemic, immigration also serves as a health security instrument.

Modernization of the Immigration Service System Provides Legal Certainty in the Immigration Sector

Modernization of immigration services serves not only as an administrative tool but also as an instrument of law enforcement in the immigration context (Lestari D, 2019). Information technology-based service systems have enabled law enforcement to be more responsive and measurable. One example is cross-agency data integration, which allows immigration authorities to track the movements of foreigners in real time and detect stay permit or visa violations through a data-driven monitoring system.

This has a direct impact on legal certainty because the system can provide a strong evidence base in administrative action processes, such as deportation or detention. Furthermore, Indonesian citizens also gain legal protection through more transparent travel document application procedures, thereby reducing the practice of brokering and extortion, which were previously latent problems.

Another aspect that strengthens legal certainty is the application of the principles of transparency and accountability in electronic-based public services. Digitization allows every stage of the service to be systematically recorded and documented, which can be audited both internally and externally. The existence of a public complaints service (whistleblowing system) and feedback system integrated into the service platform also provides social control over administrative processes, ultimately strengthening the principle of procedural justice.

However, it should be noted that modernization will only be effective if accompanied by synchronization of laws and regulations. Dissonance persists between central regulations and regional implementation, for example, regarding the supervision of foreign workers, cultural visit visas, and the implementation of immigration administrative actions. Differences in interpretation of legal norms ultimately create inconsistencies in services, thus giving rise to legal uncertainty.

Another obstacle is the suboptimal legal literacy, or legal understanding, among service users. Service modernization should also be accompanied by extensive legal education, especially for those accessing services online. Without adequate understanding, the potential for administrative errors by users remains high, potentially leading to legal disputes.

Modernization also has implications for the protection of human rights in the immigration process. A standardized system will prevent discriminatory actions by officers, as the decision-making process is based on specific parameters. However, for this to happen ideally, it requires normatively binding technical regulations, as well as a periodic monitoring and evaluation system for the implementation of technology in services.

E. CONCLUSION

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Immigration services in Indonesia already have a fairly comprehensive legal framework through Law No. 6 of 2011 and its implementing regulations. However, in practice, a number of significant challenges remain that hinder effectiveness and legal certainty. These include the unstandardized use of discretion, disparities in sanction enforcement, and weak coordination and oversight in the field. Modernization of the immigration service system, particularly through digitalization and cross-agency data integration, has brought improvements in transparency, accountability, and speed of service. This has had a positive impact on legal protection for citizens and foreigners, as well as strengthening evidence-based immigration law enforcement. However, the success of modernization depends heavily on regulatory synchronization, increased public legal literacy, and strengthened regular monitoring and evaluation systems. Therefore, immigration modernization needs to be accompanied by a more assertive and consistent reformulation of legal policies, so that immigration services are not only efficient, but also fair, transparent, and guarantee legal certainty for all parties involved.

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