

# THE INFLUENCE OF GLOBALIZATION AND MODERNIZATION ON THE IMPLEMENTATION OF IMMIGRATION INSPECTION SOPS BY THE CLASS I SPECIAL IMMIGRATION OFFICE TPI NGURAH RAI AS AN EFFORT TO PREVENT IMMIGRATION VIOLATIONS BY FOREIGN NATIONALS (WNA)

**Jimmi Pesta Sirait<sup>1)\*</sup>, Cokorde Istri Dian Laksmi Dewi<sup>1)</sup>, Benyamin Tungga<sup>1)</sup>**  
*Universitas Ngurah Rai Bali, Indonesia<sup>1)</sup>*  
*Email: sirait\_imigrasi@yahoo.com\**

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## Abstract

This study examines the implementation of the Standard Operating Procedure (SOP) for immigration inspection by the Class I Special Immigration Office at TPI Ngurah Rai as a preventive measure against immigration violations committed by foreign nationals. The background of this research stems from the increasing influx of foreigners into Indonesia, particularly through I Gusti Ngurah Rai International Airport in Bali, which has been accompanied by a rise in administrative violations such as overstaying and visa misuse. The study employs a juridical-empirical approach by analyzing the relevant legal frameworks and their practical application in the field. The findings indicate that the implementation of the SOP, including the use of autogate technology and the immigration information system, has improved the efficiency and accuracy of inspection procedures. However, the autogate system also creates potential gaps in oversight that may be exploited by foreign nationals seeking to bypass regulations. Therefore, strengthening the SOP is necessary through regular evaluation, capacity building of personnel, and balanced integration of manual and digital systems. This study recommends a review of the autogate SOP to ensure its alignment with the principles of legal certainty, national security, and orderly immigration administration.

**Keywords:** Standard Operating Procedure (SOP), Immigration Violations, Autogate

## A. INTRODUCTION

Immigration is a crucial aspect in maintaining the sustainability of a nation. As the gateway for both foreigners and Indonesian citizens, the immigration system plays a strategic role in ensuring that all processes of human movement across national borders are orderly, safe, and in accordance with applicable laws. In the Indonesian context, immigration regulations are normatively regulated through various regulations, starting with the 1945 Constitution of the Republic of Indonesia and Law Number 6 of 2011 concerning Immigration, and extending to technical regulations such as the Regulation of the Minister of Law and Human Rights, as well as internal policies outlined in the form of Standard Operating Procedures (SOPs).

Based on Article 1 number 1 of Law Number 6 of 2011 concerning Immigration, immigration is defined as matters concerning the traffic of people entering or leaving the territory of Indonesia and supervision of foreigners in the territory of Indonesia. This law is the main basis in the immigration process, including in administrative supervision of Foreign Citizens (WNA) who are in Indonesia. Furthermore, Article 2 paragraph (1) of the

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Immigration Law emphasizes that every person who enters or leaves the territory of Indonesia is required to have a valid and valid travel document. In addition, Article 75 paragraph (1) gives authority to immigration officials to carry out administrative immigration actions against foreigners who are in the territory of Indonesia if they are suspected of carrying out activities that endanger public security and order or do not respect or do not comply with laws and regulations.

In the era of digitalization and modernization of public services, the Directorate General of Immigration, as the technical implementing agency for immigration, has developed various innovations, one of which is the use of autogates at Immigration Checkpoints (TPI) located at international airports, such as I Gusti Ngurah Rai International Airport in Bali. Autogates are automated inspection systems that allow passengers, both Indonesian citizens (WNI) and certain foreign nationals (WNA), to pass through immigration checkpoints independently without direct interaction with immigration officers. This system is designed to expedite passenger entry and exit while increasing efficiency and convenience in public services.

Beyond technical aspects, immigration inspection services at the Class I Special TPI Ngurah Rai Immigration Office are also influenced by national policies and international cooperation. Indonesia, as part of the global community, is bound by various international agreements and conventions governing human mobility, including the protection of human rights for foreign nationals. Therefore, in providing inspection services, immigration officers at the Class I Special TPI Ngurah Rai Immigration Office must prioritize the principles of fairness, non-discrimination, and legal certainty. The balance between national interests and international obligations is a challenge in formulating and implementing effective and humane immigration policies.

The mobility of foreign nationals (WNA) to Indonesia is increasing along with the development of globalization in various sectors such as tourism, trade, investment, and education. As a country with a strategic location, Indonesia is a primary destination for many foreign nationals entering for various purposes. The presence of foreign nationals in Indonesia has a positive impact on the economy and international relations, but also raises the potential for immigration violations. Therefore, monitoring the flow of foreign nationals entering and leaving is crucial for maintaining national sovereignty and law and order.

Foreign nationals (WNA) holding Permanent Stay Permits (ITAP) and Limited Stay Permits (ITAS) can now pass through the immigration autogates at Soekarno-Hatta and Ngurah Rai airports. Previously, autogates were only available to foreign nationals holding e-Visas or Visa-Free Visits (BVK).

"The integration of the visa and stay permit issuance system with the autogate system improves the performance of immigration services at crossings. Previously, foreign nationals holding ITAP/ITAS (Permanent Stay Permit) permits (ITAS) underwent immigration checks at the counter, although there were dedicated counters. Now, the experience is more streamlined, more pleasant, and highly effective," said Acting Director General of Immigration, Saffar M. Godam.

Between January and September 2024, 3,518,963 foreign nationals entered and exited Indonesia through autogates, an average of approximately 390,000 per month. The autogate process, which only takes 15-25 seconds per person, streamlines immigration clearance, resulting in a steady increase in the number of people using autogates. Currently, 78 autogates are operating at Soekarno-Hatta International Airport, while 90 are operating at I Gusti Ngurah Rai International Airport.

The Directorate General of Immigration issued 134,037 limited stay permits and 3,648 permanent stay permits as of September 2024. By improving public services through system

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digitization, particularly through autogate optimization, the Directorate General of Immigration is making it easier for ITAP/ITAS holders, who are also frequent travelers. Immigration Checkpoints (TPI) play a vital role as the frontline in monitoring the flow of people crossing Indonesia's borders. Immigration inspection services provided by the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai) aim to ensure that foreign nationals entering or leaving the country comply with applicable legal requirements. These inspections are not merely administrative in nature but also serve as a preventative measure against various forms of immigration violations, such as misuse of stay permits, illegal entry, and involvement in transnational crimes.

The following is data on immigration violations that occurred in the last three years, including the number of suspected foreign nationals (WNA), administrative immigration actions (TAK), and the number of foreign national deportations in the first half of 2024. This data shows a significant upward trend in immigration violations in Indonesia, particularly in the Ngurah Rai Class I Special Immigration Office area, Bali. Furthermore, the number of foreigners crossing into and out of Indonesian territory continues to increase, requiring stricter supervision and law enforcement to safeguard national sovereignty and national security. The details are as follows:

<i>Year/Period</i>	<i>Number of Foreign National Suspects</i>	<i>Percentage Increase in Suspects</i>	<i>Number of TAK WNA</i>	<i>Percentage Increase in TAK</i>	<i>Deportation of Foreign Nationals (Semester 1)</i>	<i>Percentage Increase in Deportations</i>	<i>Number of Crossings of Persons (Foreigners)</i>	<i>Ngurah Rai Special Case Location (Foreign Nationality)</i>	<i>Case Details at Ngurah Rai</i>
2022	-	-	-	-	-	-	19,439.983	-	-
2023	53	-	2,734	-	639	-	41,666.999	-	-
2024 (whole year)	130	228%	5,434	150%	-	-	-	24	7 deported, 9 to Detention Center, 8 projustisia process
2024 (first semester)	-	-	-	-	1,503	135,21%	-	-	-

Source: Class I Special Immigration Office TPI Ngurah Rai.

Based on the above data, it can be explained that in 2024, the Directorate General of Immigration named 130 foreign nationals as suspects in immigration crimes, a 228% increase compared to 2023, which recorded 53 suspects. Furthermore, immigration administrative actions (TAK) were imposed on 5,434 foreign nationals in 2024, a 150% increase from 2,734 people in the previous year. During the first semester of 2024, Immigration deported 1,503 foreign nationals, representing 73.64% of the total TAK in that period. This figure increased 135.21% compared to the first semester of 2023, where 639 foreign nationals were deported. The implementation of the Immigration Crossing Application (APK) has assisted immigration officers, particularly landing officers, in providing crossing services to citizens entering and leaving Indonesian territory. This application facilitates accurate and fast access

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to foreign national data, increasing the efficiency of the inspection process. In 2023, 41,666,999 people were recorded crossing into Indonesia, a twofold increase compared to 2022, which recorded 19,439,983 people. This increase indicates a significant influx of foreign nationals, necessitating stricter immigration oversight to prevent violations. The Ngurah Rai Class I Special Immigration Office in Bali apprehended 24 foreign nationals for visa abuse and overstaying. Of these, 7 were deported, 9 were transferred to the Immigration Detention Center, and 8 were subject to pro-justice proceedings. This case highlights the importance of monitoring and law enforcement against immigration violations.

These data indicate an increase in immigration violations by foreign nationals and emphasize the importance of effective immigration inspection services at the Ngurah Rai Class I Special Immigration Office as a preventative measure. Implementing technology, increasing transparency, and strict law enforcement are key to addressing this challenge. To address this issue, Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 9 of 2024 concerning Procedures for Immigration Inspections of Persons Entering or Exiting Indonesian Territory serves as the basis for checking and recording the entry and exit of foreign nationals into Indonesia, particularly in Bali.

This Ministerial Regulation was created to enforce legal provisions governing immigration inspection procedures, particularly those related to the movement of people entering or exiting Indonesia. These inspections aim to safeguard national sovereignty and ensure that everyone crossing national borders meets applicable legal requirements.

Immigration, in this regulation, refers to the movement of people into or out of Indonesian territory and its monitoring. Indonesian territory encompasses all land, sea, and airspace, as well as certain zones as determined by law. Inspections are conducted at Immigration Checkpoints (TPIs), located at seaports, airports, border crossings, or other locations designated as entry and exit points. Everyone entering or leaving Indonesian territory is required to undergo inspection by an immigration officer at the TPI. If no immigration officer is available at the location, a landing inspection officer appointed by the Head of the Immigration Office may conduct inspections with equivalent authority. This regulation is expected to ensure that immigration inspections are carried out efficiently, orderly, and in accordance with applicable legal principles. It also strengthens oversight of the flow of people entering and leaving Indonesia to maintain the security and sovereignty of the Republic of Indonesia.

In the Regulation of the Minister of Law and Human Rights concerning Immigration Inspection Procedures, one important innovation regulated is the use of Autogates as part of the inspection process for people entering or leaving Indonesian territory. Autogates are electronic crossing points designed to expedite and simplify the inspection of travel documents for Indonesian citizens and certain eligible foreigners.

The use of Autogate helps improve efficiency and accuracy in the immigration inspection process. This technology automatically checks biometric data, such as fingerprints and facial expressions, reducing queue times and minimizing direct interaction with immigration officers. This is crucial given the high volume of people passing through Immigration Checkpoints (TPI), particularly at international airports like Ngurah Rai, Bali.

Autogate also supports order and security because the system automatically verifies the conformity between travel documents and the holder's biometric data. If there is a discrepancy or invalid document, the system will deny access and direct the person to a manual inspection by an immigration officer. Thus, Autogate not only speeds up the process but also serves as an effective monitoring tool in preventing immigration violations, such as the use of forged documents or visa abuse. Furthermore, Autogate is integrated with the Immigration Management Information System (Simkim), allowing immigration officials to

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obtain accurate, real-time data on foreigners and citizens entering or leaving Indonesia. This strengthens monitoring and law enforcement efforts against immigration violations.

The SOP for using autogates is designed as a technical guideline to ensure that the entire automated inspection process remains within the law and meets adequate oversight. Based on Decree of the Director General of Immigration No. IMI-0011.GR.02.06 of 2022 concerning Technical Guidelines for Immigration Inspections Through the Autogate System, it is emphasized that only certain subjects who meet the requirements and conditions can use autogates, such as foreign nationals holding limited or permanent stay permits and Indonesian citizens holding e-passports. In practice, this system is expected to reduce long queues and improve service efficiency. Decree of the Director General of Immigration No. IMI-0011.GR.02.06 of 2022 concerning Technical Guidelines for Immigration Inspections Through the Autogate System is the legal basis governing the use of autogate technology in immigration inspection processes in Indonesia. This decree aims to improve the efficiency, effectiveness, and security of immigration services at Immigration Checkpoints (TPI).

Autogate is an automated inspection system that utilizes facial recognition technology and Border Control Management (BCM). This system allows travelers to complete immigration clearance independently in a short time, typically around 15-25 seconds per person. This significantly improves the comfort and smoother flow of passengers at airports, particularly Soekarno-Hatta International Airport and I Gusti Ngurah Rai International Airport in Bali.

However, despite the benefits offered, the use of autogates also carries a number of consequences that require more serious attention, particularly in terms of monitoring potential immigration administrative violations by foreign nationals. Administrative immigration violations are actions committed by foreign nationals that violate immigration law, such as overstaying (staying beyond the permitted period), misusing stay permits, or engaging in activities inconsistent with the permit granted. These violations directly impact the country's legal sovereignty, national security, and Indonesia's international image.

Immigration inspection services reflect the quality of government service delivery to the public and foreign parties. Effective services must adhere to the principles of transparency, accountability, and legal certainty. Furthermore, the success of immigration inspections at the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai) depends heavily on the policies implemented, the competence of officers, and the use of technology in the inspection process. With the increasing number of foreign nationals, a more modern, rapid, and accurate monitoring system is needed to prevent potential violations that could disrupt national order and security.

In the era of globalization and free trade, the impact has increased the flow of people. "This phenomenon has become a concern for countries around the world, including Indonesia, because each country has the sovereignty to regulate the flow of people entering and leaving its territory."

The impacts are increasingly varied. Facing this reality, each country is responding carefully and wisely to avoid a negative impact on a country's economic business sector or disrupting harmonious relations between countries. Therefore, guidelines for interconnected relations are optimally adapted to each country's socio-political conditions.

"Domestic security of a country is a condition characterized by guaranteed public order and safety, orderly and upholding the law, and the provision of protection, protection, and services to the community." Public order and security are dynamic conditions within society as prerequisites for the implementation of the national development process in order to achieve national goals, characterized by guaranteed security, order, and upholding the law, as

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well as the establishment of peace that supports the ability to foster, prevent, and overcome all forms of legal violations and other forms of disturbance that can disturb the community.

The arrival of foreign nationals can actually have a positive impact, such as in this era of globalization, it can help develop tourism and economic investment in various regions. However, many people are unaware that crimes often occur due to the arrival of foreign nationals in Indonesia. Legal provisions containing international aspects or international dimensions must still be maintained because as a relatively new legal discipline, it must meet the requirements, namely: having principles and rules that are adhered to by the international community and having institutions and processes to implement the law in the reality of society.

To minimize the negative impacts arising from the era of globalization and the dynamics of human mobility, both Indonesian citizens and foreigners entering, leaving, and residing in Indonesia, an institution is needed to regulate the movement of people into and out of the Republic of Indonesia, namely the Directorate General of Immigration. The Directorate General of Immigration is the institution responsible for regulating the movement of people into and out of the Republic of Indonesia. Immigration issues are regulated by Law Number 6 of 2011 concerning Immigration. Article 1, number 1 of Law Number 6 of 2011 concerning Immigration, states that "Immigration is the flow of people into and out of Indonesia and its supervision in order to maintain the sovereignty of the state."

"Being a unique region with abundant tourist attractions and excellent human resources makes Indonesia a popular destination for foreigners. This is evidenced by the large number of visits to Indonesia." "Indonesia's natural beauty is an attraction for foreign tourists visiting Indonesia, however, many foreign nationals commit immigration violations in Indonesia, one of which is violating the time limit for their residence permit (overstaying)."

The presence of foreigners in Indonesia impacts immigration regulations and policies. Travel from one country to another is facilitated, rapid technological and human resource advancements, and the development of transportation and communication infrastructure have led to an increase in international traffic. Recent developments indicate a trend toward an increase in immigration violations, including within the jurisdiction of the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai). This area serves as a primary entry point for foreign nationals, particularly tourists, expatriates, and foreign workers, visiting Bali, a renowned national and international tourist destination. Data from the Ngurah Rai Immigration Office in 2023 recorded hundreds of immigration violations, dominated by overstays, misuse of work visas, and activities that violate Indonesian legal and social norms.

The flexibility of using autogates without direct officer supervision has the potential to open loopholes for foreign nationals intending to commit immigration administrative violations. This is a concern because the autogate system only validates documents automatically without conducting interviews, profiling, or visual inspections as is typically done during manual inspections by immigration officers. Under certain circumstances, foreign nationals entering using autogates may conceal intentions to abuse their stay permits or engage in activities inconsistent with their entry permits, as the autogate system lacks the evaluative intelligence of human officers.

Furthermore, the technical and rigid implementation of autogate SOPs does not optimally accommodate the increasingly complex and adaptive nature of violations committed by foreign nationals. In practice, immigration administrative violations by foreign nationals are often committed in subtle ways that are difficult for automated systems to detect, such as posing as tourists while working as digital nomads, yoga teachers, or even influencers advertising services without permits. This presents a unique challenge for immigration officers in early detection and prevention.

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The urgency of this research is increasingly important given Ngurah Rai Airport's strategic role as a major international gateway and Indonesia's global image. Inefficiencies in immigration oversight can be a weak point exploited by unscrupulous foreign nationals to commit legal violations. This research aims to critically and systematically examine how the implementation of the autogate standard operating procedure (SOP) can impact increased flexibility in immigration administrative violations, and how the Ngurah Rai TPI Immigration Office responds to this challenge.

In addition to providing academic contributions in the form of analysis of technical immigration policies, this research is also expected to provide practical recommendations to policymakers for improving the autogate standard operating procedure (SOP), including aspects of security systems, data integration, and strengthening oversight of foreign nationals entering via autogate. This research is also crucial for answering the question of whether efficient public services through digital technology can go hand in hand with effective legal oversight.

This research is grounded in a juridical-empirical approach, examining applicable regulations and linking them to realities on the ground. In this regard, Government Regulation Number 31 of 2013 concerning the Implementing Regulations of Law Number 6 of 2011 also serves as an important reference. Article 8 of this regulation states that immigration checks are conducted on everyone entering or leaving Indonesian territory, and these checks are conducted by immigration officials. Meanwhile, digital transformation in public services, including the use of autogates, is part of the national bureaucratic reform advocated by the government. The President of the Republic of Indonesia has emphasized the importance of digitizing public services in various speeches as an effort to accelerate and facilitate public access to government services. However, digitalization must be accompanied by appropriate risk mitigation, particularly in sectors concerning national security and public order, such as immigration.

By examining the implementation of autogate SOPs from the perspective of their impact on the flexibility of immigration administrative violations, this research is expected to contribute to formulating a more comprehensive and responsive oversight strategy to address the challenges of the times. This is in line with the immigration principles stated in Article 3 of Law Number 6 of 2011, namely ensuring the realization of legal certainty, public order, and protection of national interests.

Weaknesses in administrative oversight of foreign nationals amidst increasingly open globalization must be addressed through policies that are not only efficient but also adaptive and accountable. This research is a first step in objectively assessing whether the current technology meets the needs of immigration oversight, or whether it actually creates room for undetected violations. Therefore, this background makes it clear that research on the impact of implementing standard operating procedures (SOPs) for the use of autogates on the flexibility of administrative immigration violations by foreign nationals is not only relevant but also urgent as part of efforts to maintain the rule of law and the dignity of public services in Indonesia.

This research is crucial to understand the implementation of SOPs for Immigration Inspection by the Class I Special Immigration Office at the Ngurah Rai International Airport (TPI) as an effort to prevent immigration violations by foreign nationals. The research questions discussed in this paper are:

1. What is the impact of globalization and modernization on the Standard Operating Procedures (SOPs) for immigration inspections at the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai) in preventing immigration violations by foreign nationals?

2. How do globalization and modernization impact the implementation of SOPs for immigration inspections at the Ngurah Rai Class I Special Immigration Office as an effort to prevent immigration violations by foreign nationals?

## **B. LITERATURE REVIEW**

### **Globalization and Its Impact on Human Mobility**

Globalization has accelerated the movement of people across borders through advances in transportation, information, and communication technology. Increasing international mobility makes it easier for foreign nationals to enter various countries, including Indonesia (Anton et al., 2024). The increase in foreign national visits brings opportunities in tourism, trade, and investment, but also poses the potential risk of immigration violations. In this context, surveillance at national entry points is crucial for maintaining security and sovereignty (Sineri, 2023).

### **Modernization of the Immigration System**

Modernization in immigration services and oversight includes the implementation of cutting-edge technologies such as biometric-based passport inspection systems, cross-agency data integration, and the use of artificial intelligence to detect potential violations (Mas'adi, 2025). These changes aim to improve the efficiency, accuracy, and transparency of the inspection process. Modernization also requires improving the competency of officers to operate sophisticated equipment and keep abreast of developments in immigration violation methods (Hanan et al., 2025).

### **Standard Operating Procedure (SOP) for Immigration Inspection**

Immigration inspection standard operating procedures (SOPs) serve as standard guidelines for officers conducting document checks, interviews, and data validation for foreign nationals entering Indonesia. These SOPs ensure uniform procedures, reduce human error, and minimize the potential for abuse of authority. Consistent implementation of SOPs is a key factor in successfully detecting and preventing violations, both administrative and criminal, of an immigration nature (Siahaya et al., 2024).

### **Efforts to Prevent Immigration Violations by Foreign Nationals**

Immigration violation prevention is achieved through a combination of law enforcement, education, and inter-agency cooperation. Preventive measures include strict initial inspections, monitoring foreign nationals while in Indonesian territory, and swift action against violations. Strengthening coordination with relevant agencies, such as the police, relevant ministries, and airport authorities, is key to maintaining national order and security amidst increasing globalization (Illegal, 2023).

## **C. RESEARCH METHODOLOGY**

This research employs empirical juridical research, a legal research method that combines the study of laws and regulations with facts on the ground. This research examines legal implementation based on human behavior, both through interviews as verbal data and through direct observation of policy implementation. This research is descriptive, aiming to systematically describe legal phenomena and strengthen or develop relevant theories.

Data sources consist of primary data, data obtained in the field through direct observation and interviews from the original source, namely interviews. Secondary data, data obtained from literature, includes legislation, scientific journals, legal expert opinions, books, literature, papers, and research results that will be discussed.

Data collection was conducted using field data collection techniques and library data collection techniques, while data analysis used qualitative descriptive data analysis. This analysis was conducted qualitatively, namely by systematically describing or depicting legal

materials with an emphasis on quality. The systematically compiled legal materials were analyzed to draw scientific conclusions.

#### **D. RESULT AND DISCUSSION**

##### **The Influence of Globalization and Modernization on the Standard Operating Procedures (SOP) for immigration inspections by the Class I Special Immigration Office of TPI Ngurah Rai in preventing immigration violations by Foreign Citizens (WNA)**

The legal basis for the Standard Operating Procedure (SOP) for immigration inspections by the Ngurah Rai Class I Special Immigration Office refers to Law Number 6 of 2011 concerning Immigration, Presidential Regulation Number 21 of 2016 concerning Visa-Free Visits, and Regulation of the Minister of Law and Human Rights Number 44 of 2015 concerning Immigration Inspection Procedures. Furthermore, the SOP also refers to the Regulation of the Director General of Immigration concerning technical guidelines for immigration inspections, supervision, and enforcement to prevent violations by foreign nationals in Indonesian territory.

The immigration inspection standard operating procedure (SOP) at the TPI (Travel Terminal) begins upon foreign nationals' arrival at I Gusti Ngurah Rai International Airport. The inspection is conducted by immigration officers on duty at the arrival counter. The first step is to verify travel documents, such as passports and visas. Officers check the validity of documents using an autogate and manual system, and verify identity through the immigration management information system. In addition, checks are conducted against the deterrent list and Interpol. If any indication of violations or invalid documents are found, the foreign national will be directed to a further inspection room. Officers also check the purpose of the arrival to ensure it aligns with the type of visa used, such as tourism, business, or limited stay permit. All these processes must be carried out in accordance with the SOP established by the Directorate General of Immigration. To maintain accountability, each stage of the inspection is documented in the system and can be audited. Discipline is highly emphasized by officers, including ethical behavior in interacting with foreign nationals. This inspection serves as a primary filter to prevent the entry of foreign nationals who have the potential to commit immigration violations or illegal activities into Indonesian territory.

After foreign nationals enter Indonesian territory, the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai) conducts immigration surveillance as part of its Standard Operating Procedures (SOP). This surveillance is carried out by the Immigration Intelligence and Enforcement Section through monitoring the presence and activities of foreign nationals, particularly in Bali, the primary destination. Surveillance is conducted using two main approaches: administrative and field. From the administrative side, officers monitor crossing data, stay permit expiration dates, and purposes of stay through the immigration information system. From the field side, unannounced inspections are conducted at strategic locations, such as villas, businesses, or tourist areas. If a foreign national is found to be misusing their stay permit or working without permission, legal action will be taken in the form of summons, questioning, and, if necessary, deportation. The SOP also regulates cooperation with other agencies, such as the police, local governments, and the Public Order Agency (Satpol PP), to support effective surveillance. This is crucial considering that many foreign nationals attempt to disguise illegal activities under the guise of tourism. Furthermore, the public can participate through the official Immigration complaint channel if they encounter any indication of violations. This post-arrival monitoring procedure aims to

ensure that all foreign nationals in the Ngurah Rai work area remain within the applicable immigration law corridor.

If any indication of an immigration violation is found, the Immigration Office will immediately take action in accordance with the SOP for enforcement. The first step is to summon the foreign national in question for an initial inspection. During this inspection, officers will gather information regarding their residence permit status, the type of activities they have engaged in, and the validity of their documents. If evidence of violations is found, such as overstaying, visa abuse, or activities that endanger public security and order, administrative immigration action (TAK) may be imposed. Types of TAK include warnings, residence permit revocation, deportation, or deterrence. The SOP also stipulates time limits for completing cases and requires accurate documentation. In serious cases, such as involvement in criminal networks or repeated violations, Immigration coordinates with other law enforcement agencies for further legal proceedings. The entire enforcement process is carried out professionally and prioritizes the principle of justice, including providing opportunities for foreign nationals to provide clarification. In practice, the Ngurah Rai Immigration Office also ensures that actions taken comply with applicable regulations, such as Law No. 6 of 2011 concerning Immigration and related Ministerial Regulations. This action is an important instrument to provide a deterrent effect and maintain the integrity of the Indonesian immigration system.

One of the pillars of immigration standard operating procedures (SOPs) is the use of an integrated digital reporting system. The Ngurah Rai Immigration Office uses a national immigration information system connected to the Directorate General of Immigration's server. This system stores all data on foreign nationals' crossings, stay permit types, locations, and violation history. Using this database, officers can analyze movement patterns, detect foreign nationals prone to violations, and predict potential immigration risks. Furthermore, this system facilitates data synchronization between units, such as the Traffic and Traffic Control Section, the Intelligence and Security Agency (Inteldakim), and the Traffic and Security Supervisory Agency (Wasdakim). SOPs require all data to be updated in real time and accessible to authorized officers. For field reporting, officers are also equipped with digital devices for direct data input on the spot. The effectiveness of this system is crucial for the speed of action when violations are detected. For example, if a foreign national whose stay permit has expired and is not renewed, the system will automatically alert officers to prompt action. Furthermore, integration with Interpol systems and foreign agencies also strengthens the detection capability of foreign nationals with criminal records in their home countries. This digital SOP is an important foundation for accurate and measurable data-based immigration supervision.

The Ngurah Rai Immigration Office's Standard Operating Procedures (SOPs) also emphasize the importance of cross-sector coordination in preventing immigration violations. In its implementation, Immigration closely collaborates with the National Police, the Indonesian National Armed Forces (TNI), the Tourism Office, and local governments. The goal is to share data and information regarding suspicious foreign national activities. For example, when a public report is received regarding a foreign national working illegally as a tour guide, Immigration can immediately follow up after receiving information from the Tourism Office or the local community. The SOP also facilitates the establishment of a regular cross-agency communication forum to develop a more effective monitoring strategy. Within this scheme, local communities are also involved as strategic partners through the "Immigration Listens" program and online reporting channels. The public is expected to act as the eyes and ears in the field by reporting suspicious foreign national activities. To ensure effectiveness, reports are verified by officers before being acted upon. Through this

collaborative approach, the Immigration Office can reach a wider audience and increase its deterrence against various types of violations that frequently arise. The SOP emphasizes that immigration supervision is not solely the responsibility of Immigration, but also a shared responsibility as part of safeguarding national sovereignty.

The immigration oversight Standard Operating Procedure (SOP) also includes regular evaluations of officer performance and internal capacity building. Every oversight activity, both at the TPI (Traffic Checkpoint) and in the field, must be reported in an official report, which serves as the basis for monthly evaluations. These reports allow management to assess the effectiveness of actions, any obstacles encountered, and the need for SOP improvements, if necessary. Furthermore, the Ngurah Rai Immigration Office regularly conducts technical training and human resource capacity building, such as training on counterfeit document detection, crisis management, and the use of new technology. The SOP also mandates job rotation to prevent boredom and potential misconduct by officers. In this context, performance evaluations also encompass aspects of integrity and public service. Immigration recognizes that competent and high-integrity officers are the frontline in guarding the country's entry points. Therefore, any violation of procedures by officers will be subject to strict sanctions in accordance with the code of ethics. Through this evaluation and development system, the SOP for immigration inspections serves not only as an administrative document but also as a tool for quality control and institutional professionalism. In this way, the Class I Special TPI Ngurah Rai Immigration Office strives to continuously strengthen its immigration violation prevention system comprehensively and sustainably.

### **The Impact of Globalization and Modernization on the Implementation of Immigration Inspection Standard Operating Procedures (SOP) by the Class I Special Immigration Office of Ngurah Rai TPI as an Effort to Prevent Immigration Violations by Foreign Nationals**

Implementing immigration inspection standard operating procedures (SOPs) helps officers carry out their duties systematically and consistently. Every inspection step, from document validation to interviewing the purpose of visit, is conducted based on clear procedures. This minimizes human error and ensures that all foreign nationals entering Indonesia are screened fairly and thoroughly. This thoroughness is crucial given the high volume of foreign tourists at Ngurah Rai Airport. With SOPs, officers have technical guidance that prevents decision-making based on assumptions or external pressure. Consistent procedures also facilitate internal oversight of officer performance. As a result, SOPs create a professional inspection system, prevent the entry of foreign nationals who do not meet legal requirements, and strengthen public trust in the immigration control function at international entry points like Bali.

One positive impact of implementing SOPs is the increased ability to detect foreign nationals potentially committing immigration violations early. Procedures requiring checks against a deterrent list, biometric scanning, and travel profile analysis enable officers to identify early indications of violations, such as document forgery, improper visas, or suspicious travel patterns. With the support of immigration information technology, officers can access cross-border data to quickly review the foreign national's travel history. SOPs also regulate follow-up actions if irregularities are found, such as follow-up interviews or denial of entry. This early detection is crucial because it prevents problematic foreign nationals from entering Indonesian territory and engaging in illegal activities such as overstaying, illegal work, or criminal activity. Consequently, the potential for immigration violations can be

reduced at the border, without waiting for problems to arise domestically. This is evidence that SOPs strengthen the preventive function of Immigration.

SOPs also impact surveillance after foreign nationals enter Indonesian territory. The Ngurah Rai Immigration Office has administrative and field surveillance mechanisms based on procedural provisions. Data on foreign nationals' residence permits, domicile locations, and types of activities are systematically monitored. Surveillance is conducted periodically, both through direct field checks and data analysis from the immigration system. In practice, SOPs enable officers to act quickly when reports or findings of suspicious activity are received. If necessary, officers can conduct spot checks and in-depth examinations of documents and the purpose of the foreign national's stay. With an SOP-based approach, surveillance becomes more targeted and measurable, rather than reactive. This has a direct impact on reducing cases of overstays, visa abuse, and other violations. This systematic surveillance also makes foreign nationals more vigilant in complying with regulations because they are aware of the existence of an active control system.

Standard Operating Procedures (SOPs) also have a positive impact on the effectiveness of enforcement against immigration violations. With standard procedures, every stage of the enforcement process—from initial examinations and summonses, through the preparation of minutes, to the decision to deport—is carried out in an orderly and documented manner. This strengthens the legitimacy of legal action and avoids potential lawsuits from foreign nationals who feel they have been treated unfairly. SOPs ensure that every violation is handled with professional and accountable standards. A well-organized enforcement process also facilitates coordination with other institutions such as the police, courts, or legal protection agencies. This ensures that legal action is not merely reactive but also has a deterrent effect. For other foreign nationals, this serves as a reminder that the Indonesian immigration system is firm but still upholds the principles of justice and legal certainty.

Another impact of implementing SOPs is the development of stronger coordination between agencies and increased public participation in oversight. Immigration SOPs explicitly regulate coordination mechanisms with relevant agencies, such as the police, local governments, tourism agencies, and airport authorities. This collaboration is crucial for detecting and prosecuting violations beyond the direct authority of immigration officers. Furthermore, SOPs also provide opportunities for the public to provide information or report suspicious activity by foreign nationals. Official complaint channels such as apps, hotlines, and social media serve as two-way communication tools. Local communities, particularly in Bali, have become more active and aware of the importance of immigration oversight. This synergy strengthens Immigration's role as a guardian of national sovereignty regarding the passage of foreign nationals and expands the scope of oversight to the community level.

Consistent implementation of SOPs also positively impacts the international image of the Ngurah Rai Immigration Office. The high volume of foreign nationals in Bali places this office in the global spotlight, from tourists, foreign investors, and diplomatic representatives alike. By implementing professional, transparent, and legally based procedures, the immigration office demonstrates that Indonesia has a modern and trustworthy immigration system. This is crucial not only for oversight purposes but also for supporting a safe tourism and investment climate. Tourists feel secure knowing the system is operating effectively, while foreign governments have confidence in the protection of their citizens visiting the office. Furthermore, the best practices implemented serve as a national reference for developing other immigration offices. In short, SOPs are not only technical tools but also a reflection of the integrity and quality of public services in the immigration sector.

## E. CONCLUSION

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ARTICLE

The implementation of immigration inspection standard operating procedures (SOPs) by the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai) plays a crucial role in preventing immigration violations by foreign nationals. Standardized procedures, the use of technology such as autogates, and immigration information systems have helped expedite the inspection process and improve the accuracy of early detection of potential violations. SOPs also strengthen inter-agency coordination and encourage public participation in oversight.

However, despite this progress, challenges remain, particularly in terms of monitoring the use of autogates, which do not involve direct interaction between officers and foreign nationals. This can be exploited by foreign nationals to commit administrative violations that are difficult to detect automatically. Therefore, improvements to the SOP are needed, both technically and substantively, to remain adaptive to the increasingly complex dynamics of violations.

In general, the implemented SOPs have been quite effective in improving immigration inspection governance. However, to optimally achieve the long-term goals of immigration oversight, regular evaluations, intensive training for officers, and strengthening of support systems, including the integration of technology and field intelligence, are necessary. This approach is crucial for maintaining national sovereignty and public order, particularly in strategic working areas like Bali.

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