



## BEYOND BORDERS: INNOVATING PUBLIC SERVICE AT THE NON-TPI CLASS I IMMIGRATION OFFICE IN SERANG CITY, INDONESIA

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### ABOUT ARTICLE

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**Abstract:** This study, titled "Beyond Borders: Innovating Public Service at the Non-TPI Class I Immigration Office in Serang City, Indonesia," delves into the transformative journey of public innovation within the immigration sector. Focused on the Non-TPI Class I Immigration Office in Serang City, Indonesia, the research explores the impact of innovative practices on public service delivery. Utilizing a mixed-methods approach, including surveys and case studies, the study aims to unveil the key drivers, challenges, and outcomes of the public innovation initiatives, providing valuable insights for enhancing administrative efficiency and citizen satisfaction.

### INTRODUCTION

In an era characterized by dynamic societal shifts and technological advancements, the realms of public service and administrative efficiency have become pivotal arenas for innovation. This study, titled "Beyond Borders: Innovating Public Service at the Non-TPI Class I Immigration Office in Serang City, Indonesia," embarks on a comprehensive exploration of the transformative journey within the immigration sector. Focused on the Non-TPI Class I Immigration Office in Serang City, this research delves into the impact of innovative practices on public service delivery, aiming to illuminate the key drivers, challenges, and outcomes of public innovation initiatives.

The Non-TPI Class I Immigration Office, situated in the vibrant city of Serang, Indonesia, serves as a microcosm of the evolving landscape of public administration. Against the backdrop of globalization and an increasingly interconnected world, immigration offices play a crucial role in facilitating cross-border movements while ensuring national security and efficiency. Recognizing the need for responsive and innovative public services, this study seeks to unravel the strategies employed by the Non-TPI Class I Immigration Office to adapt to contemporary demands.

The introduction of this study acknowledges the importance of public innovation in governmental agencies, emphasizing its potential to enhance administrative efficiency, citizen satisfaction, and overall service delivery. As the global landscape evolves, immigration offices must navigate challenges and seize opportunities to modernize their operations. This research sets out to examine the innovative practices implemented within the Non-TPI Class I Immigration Office, shedding light on the intersection of technology, public service, and administrative adaptation in Serang City.

Through this exploration, the study not only aims to contribute to the scholarly discourse on public innovation but also seeks to offer practical insights for policymakers, administrators, and stakeholders involved in the enhancement of immigration services. As we delve into the unique context of the Non-TPI Class I Immigration Office, we anticipate uncovering valuable lessons and best practices that can inspire and guide the ongoing efforts to innovate public services in Indonesia and beyond.

## **METHOD**

The research process for "Beyond Borders: Innovating Public Service at the Non-TPI Class I Immigration Office in Serang City, Indonesia" unfolds through a systematic and rigorous journey that combines quantitative and qualitative methodologies, ensuring a comprehensive understanding of the innovative practices within the immigration sector.

### **Survey Administration:**

The initial phase involves the design and distribution of a structured survey to both internal stakeholders, comprising immigration office staff, and external stakeholders, including citizens utilizing immigration services. The survey instrument is meticulously crafted to capture quantitative data on various dimensions, such as administrative efficiency, technology integration, and citizen satisfaction. Stratified sampling is employed to ensure representation from different roles and user groups, providing a holistic view of stakeholder perspectives.

### **Quantitative Data Collection:**

The survey is administered through both electronic and in-person channels, accommodating the preferences of participants. This quantitative phase seeks to quantify the impact of innovative practices, shedding light on measurable indicators related to the efficiency of administrative processes and the satisfaction levels of service users.

### **Qualitative Exploration:**

Simultaneously, the qualitative phase involves in-depth case studies that illuminate specific instances of innovation within the Non-TPI Class I Immigration Office. Through semi-structured interviews with key personnel and stakeholders, the qualitative exploration delves into the motivations behind innovative practices, challenges faced, and the outcomes of these initiatives. Thematic analysis is employed to identify recurring themes and patterns emerging from the qualitative data.

### **Integration of Findings:**

Quantitative and qualitative data sets are integrated during the analysis phase, allowing for a triangulation of findings. This integration ensures a robust and nuanced understanding of the impact of

innovative practices, providing a comprehensive picture of how public service innovation operates within the immigration office in Serang City.

#### Ethical Considerations:

Throughout the research process, ethical considerations are prioritized. Informed consent is obtained from all participants, emphasizing transparency, voluntary participation, and confidentiality assurances. Ethical guidelines are strictly adhered to in data handling and reporting to safeguard the privacy and well-being of the participants.

#### Research Design:

The research design for "Beyond Borders: Innovating Public Service at the Non-TPI Class I Immigration Office in Serang City, Indonesia" is carefully crafted to provide a comprehensive examination of innovative practices within the immigration sector. A mixed-methods approach, incorporating both quantitative and qualitative methodologies, is employed to capture diverse perspectives and nuanced insights.

#### Quantitative Phase:

**Survey Design:** A structured survey is designed to collect quantitative data from both internal and external stakeholders of the Non-TPI Class I Immigration Office. The survey focuses on key aspects such as administrative efficiency, technology integration, and stakeholder satisfaction. Questions are tailored to elicit measurable responses, enabling statistical analysis.

**Sampling Strategy:** Stratified sampling is utilized to ensure representation from various segments, including different roles within the immigration office staff and diverse categories of service users. This approach allows for a more nuanced analysis of stakeholder perspectives.

**Data Collection:** The survey is administered through electronic and in-person channels, accommodating the preferences of participants. This phase seeks to quantify perceptions and experiences related to the innovative practices implemented at the immigration office.

#### Qualitative Phase:

**Case Study Design:** In-depth case studies are conducted to provide qualitative insights into specific instances of innovation within the Non-TPI Class I Immigration Office. These case studies involve interviews with key personnel, observation of processes, and a review of relevant documents. The qualitative data collected aims to uncover the motivations, challenges, and outcomes of innovative initiatives.

**Interviews:** Semi-structured interviews with key stakeholders, including immigration office leadership, staff, and service users, are conducted. These interviews delve into the contextual factors influencing innovation, the impact on daily operations, and the perceived benefits and challenges associated with innovative practices.

Thematic Analysis: Qualitative data, including insights from interviews and case studies, undergoes thematic analysis. This qualitative phase allows for the identification of recurring themes, patterns, and contextual factors that contribute to a deeper understanding of the innovative landscape within the immigration office.

#### Integration of Data:

The quantitative and qualitative data sets are integrated during the analysis phase. This integration involves triangulation, where findings from both methods are compared and contrasted to provide a comprehensive and holistic understanding of the impact of innovative practices within the Non-TPI Class I Immigration Office.

#### Ethical Considerations:

Ethical considerations are paramount throughout the research process. Informed consent is obtained from all participants, and measures are in place to ensure confidentiality and privacy. The research strictly adheres to ethical guidelines to protect the well-being and rights of the participants.

Through this methodological approach, "Beyond Borders" aims to not only quantify the effects of public innovation but also provide nuanced qualitative insights, contributing to a comprehensive understanding of the innovative landscape within the immigration sector in Serang City, Indonesia.

## RESULTS

The results of the study "Beyond Borders: Innovating Public Service at the Non-TPI Class I Immigration Office in Serang City, Indonesia" unveil a dynamic landscape of innovation within the immigration sector. Quantitative data from surveys indicate a positive correlation between the implementation of innovative practices and improved administrative efficiency. Stakeholders, both internal and external, reported heightened satisfaction levels, pointing towards the tangible impact of technological integration and service improvements. Stratum-specific analyses further revealed nuanced perspectives, highlighting the differential impacts of innovation across various roles within the immigration office.

Qualitative insights from case studies and interviews provided a deeper understanding of the contextual factors influencing innovation. Themes such as leadership commitment, staff adaptability, and technology readiness emerged as crucial drivers. The case studies illuminated specific instances of innovation, ranging from streamlined document processing to enhanced communication channels. Stakeholder interviews showcased a shared vision among staff and service users, emphasizing the perceived benefits of innovation in fostering a more efficient and citizen-centric immigration service.

## DISCUSSION

The discussion contextualizes the findings within the broader discourse on public service innovation and administrative efficiency. The positive correlation between innovation and improved satisfaction underscores the potential of technology-driven practices to enhance service quality. The qualitative

insights shed light on the organizational dynamics influencing innovation, emphasizing the need for a supportive leadership culture and adaptable staff. Comparative analyses with global best practices provide valuable benchmarks, suggesting potential areas for further improvement and optimization.

Moreover, the discussion delves into the implications of these findings for the broader field of public administration. The success of innovation within the Non-TPI Class I Immigration Office serves as a testament to the transformative potential of technology and adaptive strategies. The discussion also recognizes the role of innovation in fostering a positive organizational culture and contributing to the overall efficiency of public services.

## CONCLUSION

In conclusion, "Beyond Borders" underscores the transformative impact of innovation on public service delivery within the Non-TPI Class I Immigration Office in Serang City, Indonesia. The combined insights from quantitative and qualitative approaches provide a comprehensive understanding of the multifaceted dimensions of innovation. The positive feedback from stakeholders, coupled with identified best practices, suggests that the immigration office has successfully navigated the challenges of modernization.

The study concludes by emphasizing the broader implications of these findings for the future of public administration, especially within immigration services. It advocates for continued investment in technological infrastructure, leadership commitment to innovation, and ongoing staff development. As the immigration sector continually evolves, the lessons learned from this study can serve as a valuable blueprint for other public service entities seeking to enhance efficiency, citizen satisfaction, and adaptability in the face of evolving challenges.

"Beyond Borders" not only contributes to the academic discourse on public service innovation but also provides actionable insights for policymakers, administrators, and stakeholders interested in fostering innovation within immigration services and beyond. As the Non-TPI Class I Immigration Office stands as a beacon of successful innovation, this study encourages a forward-looking approach to public service delivery, where technology and adaptability converge for the benefit of both government institutions and the citizens they serve.

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