Evaluation of Eazy Passport Service Implementation in an Effort to Improve Public Service During the Covid-19 Pandemic in Sukabumi Immigration Office Class II Non Immigration Checkpoint

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Abstract. This study focuses and focuses attention on the Evaluation of the Implementation of the Eazy Passport Service in Efforts to Improve Public Services during the Covid-19 Pandemic Period at the Class II Immigration Office Non-Immigration Checkpoint Sukabumi through the aspects of input, process, output and impact (outcomes). The results of this study indicate that the Evaluation of the Implementation of the Eazy Passport Service in an Effort to Improve Public Services during the Covid-19 Pandemic at the Class II Non Immigration Checkpoint Sukabumi Immigration Office is quite good, but the input indicators (service officers, quantity of applicants and infrastructure) are not fully qualified, process (socialization and service) is not fully optimal, the output (service quality and applicant satisfaction) is not fully maximized and the outcome (effectiveness and understanding) is not fully effective. The results of showed that the Evaluation of the Implementation of Eazy Passport Service in an Effort to Improve Public Services during the Covid19 Pandemic, was quite good but the input were not fully qualified, process have not been fully optimal, outputs have not been fully maximized and outcomes have not been fully effective. Conclusion of is that the indicators that have been met include service officers, services, applicant satisfaction and the effectiveness of eazy passport services. Meanwhile, the challenge include the infrastructure, quantity of applicants, socialization, quality of service and understanding of applicants for eazy passport services, so that this eazy passport service should still exist but it is hoped that in the future the recording can be done offline so that it will no longer be constrained by the network, continue to increase direct socialization and innovate in virtual socialization .

Keywords: Evaluation · Implementation · Eazy Passport Service

1 Introduction

Law Number 25 Year 2009 [1] Article 1 paragraph (1) explains that public services are activities or series of activities in the context of fulfilling service needs in accordance with laws and regulations for every citizen and resident of goods and services, and/or

administrative services provided by public service providers. The public service provider in question is the government because in essence the government is a public servant. Therefore, the government is obliged and responsible to provide excellent service under any circumstances. However, public services were hampered by the discovery of the corona virus or known as covid-19 (Corona Virus Disease 2019) in Wuhan City, China, in December 2019.

Corona virus is a collection of viruses that can infect the human respiratory tract. The World Health Organization (WHO) declared COVID-19 as a pandemic in March 2020. This means that the corona virus has spread widely in the world. This has made several countries implement lockdown policies to prevent the spread of the virus. In Indonesia itself, the Large-Scale Social Restriction policy is implemented up to the Level 4 Community Activity Restriction implementation. For this reason, President Joko Widodo has established a new normal policy, namely the implementation of adaptation of new habits that also reopen a number of sectors that were closed during the Large-Scale Social Restriction period so that people remain productive and safe from Covid-19 transmission.

Public services in government agencies during the COVID-19 pandemic experienced parachuting, including the Class II Non-Immigration Checkpoint Sukabumi Immigration Office. Previously, the Sukabumi Immigration Office Class II Non-Immigration Checkpoint was always crowded with visitors who would apply for a new passport and passport replacement. Even the online queue quota for 120 (one hundred and twenty) applicants per day is always full, but due to the limitation of the number of queue quotas that are opened a maximum of 50% (fifty percent) of the quota opened at the Immigration Office under normal circumstances, the online queue quota is limited. to 30 (thirty) applicants in a day. In order to adapt to the new normal order that remains productive, through the Circular of the Director General of Immigration Number: IMI-GR-01.01-0946 of 2020 dated June 9 [2], 2020 regarding the Implementation of Immigration Duties and Functions in the New Normal Order Period which aims to ensure service and enforcement Law in the field of Immigration can run effectively during the new normal order and to reduce the risk of spreading COVID-19 in the Immigration work unit. Based on the data, the number of applications for passport issuance before and after the pandemic can be seen in Table 1.

Therefore, in the context of improving passport services and public service innovations within the Directorate General of Immigration and as a progressive step in increasing the number of passport issuances and Non-Tax State Revenue, the Immigration Office

Table 1. Passport issuance report.

No.	Year	Number of Applicants
1.	2019	30.331
2.	2020	11.671
3.	2021	4.394

carries out eazy passport services based on Circular of the Director General of Immigration Number: IMI-1060.GR.01.01 Year 2020 regarding Eazy Passport Service [3]. Eazy Passport service is a collective passport service which is carried out outside the Immigration Office, namely at the applicant's location by using a mobile passport service car and/or a mobile unit for Republic of Indonesia Travel Letter or *Surat Perjalanan Republik Indonesia* (SPRI). This service is intended for offices or agencies (Government /TNI /POLRI /BUMN/ BUMD/ Private), educational institutions, Schools/Campuses/Islamic Boarding Schools/Dormitory), communities or organizations and housing complexes or apartments that do not have free time to come to the Immigration Office with the provisions and procedures that have been set. Eazy passport is expected to increase acceleration.

Non-tax revenue and improve public services at the *Sukabumi Immigration Office Class II Non-Immigration* Checkpoint during the covid-19 pandemic. Based on initial observations made by researchers, there are indications that indicate problems regarding the easy passport service as follows.

1. From the terms of side, the number of applicants for passports has decreased so that the Non-Tax State Revenue at the *Sukabumi Immigration Office Class II Non-Immigration* Checkpoint has decreased.
2. In terms of process, socialization and offering of the eazy passport service program has not been optimal for government/private institutions, schools, communities and/or housing.
3. In terms of output, the implementation of the eazy passport service was hampered due to immigration officials who were exposed to COVID-19 and the extension of the Implementation of Community Activity Restrictions.
4. In terms of outcome, the emergence of a sense of social jealousy is caused by the eazy passport service which seems to be only for the upper middle class.

From the description above, an evaluation of the easy passport service needs to be carried out to find out whether the target for public services during the COVID-19 pandemic is achieved as expected. Evaluation is an important issue for government agencies, especially in improving services to the community.

2 Literature Review

Ananda and Rafida [4], argue that: "Evaluation comes from the word evaluation (English) that evaluation is an activity to collect information about the work of something which is then used to determine the right alternative in taking decision". Sudjana [5], suggesting that: "Evaluation is the process of systematically determining the value, purpose, effectiveness, or suitability of something in accordance with predetermined criteria and objectives." The decision-making process is based on a careful comparison of the observed data using standardized standards. Based on the above definition, it can be concluded that evaluation is the application of systematic scientific procedures to assess an activity that is being and/or has been implemented, then presented in the form of information in the context of making decisions on the effectiveness of a program.

2.1 Evaluation Dimension

Mutiarin and Zainudin [6], suggests that evaluation focuses on four aspects: "Context, Input, Implementation Process, Product". Mutiarin and Zainudin [6], suggests that; "The main dimension of evaluation is directed at the results, benefits and impacts of the program". In principle, an evaluation tool needs to be made that can be measured through four dimensions, namely: "Indicators of input (input), process (process), output (output), indicator of impact (outcome)". This view is as contained in Ministerial Regulation No. 21 of 2010 concerning Guidelines for Evaluation of Autonomous Regions as a Result of Expansion that evaluation is a systematic process to measure, evaluate objectively and validly, to know the impact of an activity and to assist in decision making by comparing the realization of inputs. (input), output (output) and results (outcomes) to the expected success [7].

2.2 Easy Passport Service

The Law Number 6 of 2011 [8] concerning Immigration explains that Immigration Documents are Travel Documents of the Republic of Indonesia and Residence Permits issued by immigration officials or foreign service officials. Travel Documents of the Republic of Indonesia are Passports of the Republic of Indonesia and Travel Letters Like Passports of the Republic of Indonesia. Passport is a document issued by the Government of the Republic of Indonesia to Indonesian citizens to travel between countries which is valid for a certain period of time. Meanwhile, a Travel Letter Like a Passport is a document that replaces a passport that is given under certain circumstances that are valid for a certain period of time. Travel Documents of the Republic of Indonesia are state documents so that there are terms and conditions that apply in the issuance process, the *Sukabumi Immigration Office Class II Non-Immigration* Checkpoint can only issue Passports of the Republic of Indonesia. The basic requirements for applying for a passport as referred to in the Regulation of the Minister of Law and Human Rights of the Republic of Indonesia Number 8 of 2014 concerning Ordinary Passports and Travel Letters Like Passports consist of:

- Identity Card;
- Family Card;
- Birth certificate, marriage certificate or marriage book, diploma or baptism certificate;
- Indonesian citizenship letter for foreigners who acquire Indonesian citizenship through citizenship or submission of a statement to choose citizenship in accordance with the provisions of the legislation;
- Letter of stipulation for change of name from the authorized official for those who have changed their name; and
- Old ordinary passport for those who already have a regular passport.

2.3 Research Concept

The concept is a theoretical logic that forms the structure of the concept and describes a system of interrelationships. Based on the title "Evaluating the Implementation of Eazy Passport Services in an Effort to Improve Public Services during the Covid-19 Pandemic

Period in *Sukabumi Immigration Office Class II Non* Immigration Checkpoint," then the single variable in this study is evaluation. Febriana [9], suggest that evaluation is a systematic assessment of the benefits or uses of an object. Mutiarin and Zainudin [6], suggests that evaluation can be measured through 4 (four) dimensions as follows;

- Input; Input is everything that must be available because it is needed for the continuity of the process. Something that is meant in the form of human resources and supporting resources. Human resources include service officers and the quantity of applicants. Meanwhile, supporting resources include facilities and infrastructure.
- Process; Process is all interactions that occur in an activity. The process is intended for the interaction between the officer and the applicant which includes socialization and service.
- Output; Output is the achievement produced by the process. Output relates to how high the level of service quality and customer satisfaction is.
- Outcome; Outcomes are impacts that can be seen from before and after an activity is carried out. An activity has an impact on increasing or decreasing a program being implemented as well as for public awareness. Then the outcome is measured based on the effectiveness of the program and the applicant's understanding.

3   Research Methods

The approach used in this study is a qualitative approach which emphasizes the aspect of in-depth understanding rather than looking at the problem for generalization. The research method used by researchers is qualitative research methods or often called naturalistic research methods because the research is carried out in natural conditions (natural settings). Researchers use descriptive analysis methods in the hope of being able to see and analyze every event that occurs and then pour them descriptively into the research report. In this case Sugiyono [10], suggests that: "Qualitative research methods are research methods based on post- positivism, used to examine the condition of natural objects (as opposed to experiments) where the researcher is the key instrument, the data collection technique is done by triangulation (combined), the data analysis is inductive/qualitative and the results of qualitative research emphasize meaning rather than generalizations". The unit of analysis in research is a certain unit which is considered as a research subject. Sugiyono [10], argues that qualitative research does not use the term population, but is called a "social situation" or a social situation consisting of three elements, namely place, actors and activities that interact synergistically. From this description, the unit of analysis in this study is the *Sukabumi Immigration Office Class II Non Immigration* Checkpoint, leaders, staff and the community as well as easy passport services.

4   Results and Discussion

The results of this study use a qualitative approach and descriptive analysis method regarding the Evaluation of the Implementation of the Eazy Passport Service in an Effort to Improve Public Services during the Covid-19 Pandemic at the *Sukabumi Immigration Office Class II Non* Immigration Checkpoint which focuses on research and focuses

on aspects of input, process, output and outcome. At this stage the researcher seeks to answer the main research questions that have been stated previously in Sect. 2.3, namely as follows.

- Describe how the input aspect is in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint.
- Describe how the process aspect is in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint.
- Describe how the output aspect is in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint.
- Describe how the outcome aspect is in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint.

The Eazy Passport service started in 2020 at the Sukabumi Immigration Office Class II Non Immigration Checkpoint as explained in the Circular of the Director General of Immigration Nomor: IMI-1060.GR.01.01 regarding the Eazy Passport Service in the context of improving passport services and public service innovation within the Directorate General of Immigration and as a progressive step in increasing the number of passport issuances and Non-Tax State Revenue. Eazy Passport service is a collective passport service which is carried out outside the Immigration Office, namely at the applicant's location by using a mobile passport service car and/or a mobile unit for the *Surat Perjalanan Republik Indonesia.* "You stay at home, let immigration come to you (*Kamu di rumah aja, biar imigrasi yang datangi kamu).*"

This tagline has become a slogan in providing easy passport services. This service is intended for offices or agencies (Government/Soldier/Police/state-owned enterprises/regional owned enterprises/Private), educational institutions (Schools/Campuses/Islamic Boarding Schools/ Dormitory), communities or organizations and housing complexes or apartments that do not have free time to come to the office. Immigration with the provisions and procedures that have been set. Eazy passport is expected to be able to increase the acceleration of Non-Tax State Revenue and improve public services at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint during the covid-19 pandemic.

5   Conclusion

Based on the results of research and discussion regarding the Evaluation of the Implementation of the Eazy Passport Service in an Effort to Improve Public Services during the Covid-19 Pandemic at the Sukabumi Immigration Office Class II Non Immigration Checkpoint, the researchers drew the following conclusions;

- The input aspect in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint which includes service

officers who are quite good. Efforts have been made to increase the quantity of applicants, namely by continuing to disseminate information via social media regarding the easy passport service and to help networks that are down, officers usually carry office operational cellphones and provide white cloth for photo backgrounds.

- The process aspect of evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint includes good enough socialization although it is not optimal because it is still constrained by distance and budget to conduct socialization directly to the entire working area of the Regency/City of Sukabumi. Efforts have been made to overcome socialization barriers, namely increasing socialization through social media, collaboration with print media, online newspapers, radio and snowball (delivering to one person, that person continues to convey it to others and so on).

- The output aspect in evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint includes the quality of service and applicant satisfaction is quite good even though it is not maximized because the payment process still has to go to the bank or office post so that the applicant has to go through another process.

The outcome aspect of evaluating the implementation of the eazy passport service in an effort to improve public services during the covid-19 pandemic at the Sukabumi Immigration Office Class II Non-Immigration Checkpoint includes the effectiveness of the eazy passport service, which is quite good, although not yet fully effective because there are still complaints related to costs that are considered too expensive. Expensive and regarding the understanding of the applicant whose understanding tends to be obtained from direct socialization before the process of implementing the easy passport service itself.

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