
Online Services Based On The Singa Karmila Application For Passport Processing At The Class I Immigration Checkpoint (Tpi) Malang Immigration Office

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Abstract: *This study examines the implementation and effectiveness of the SINGA KARMILA application, a digital-based public service innovation developed by the Class I TPI Malang Immigration Office to improve passport processing services. Using a descriptive qualitative approach, data were collected through structured interviews and literature review. Findings reveal that SINGA KARMILA successfully enhances administrative efficiency by integrating various services—including passport registration, status tracking, visa processing, and foreigner reporting—within a centralized Management Information System (MIS). The application significantly reduces queuing times, increases service transparency, and minimizes direct physical interactions, leading to higher public satisfaction. Furthermore, MIS integration strengthens organizational performance through improved coordination, systematic data management, and more effective decision-making. Despite these benefits, the system's performance remains dependent on user digital literacy, internet stability, and ongoing technical maintenance. Overall, SINGA KARMILA contributes*

Keywords: *public service innovation, e-government,*

*passport service, management
information system*

*positively to e-government development, supporting
accessible, responsive, and accountable immigration
services in Malang.*

INTRODUCTION

The government has a crucial responsibility to provide quality public services to all citizens. Good public services not only reflect the professionalism of state administrators but also demonstrate the fulfillment of the rights of the public as service recipients. However, in reality, the provision of public services in Indonesia still faces various obstacles and does not fully meet public expectations. One form of service that is still considered ineffective is passport processing at the Class I TPI Malang Immigration Office.

Rapid economic, social, and cultural developments, as well as technological advances, demand transformation in the provision of public services. The government needs to innovate to improve the quality of services, including immigration services. In line with these efforts, the Class I TPI Malang Immigration Office has implemented a digital-based passport processing system through the Immigration Information and Services System (SINGA KARMILA) application. This step was taken to address the demands of globalization, which has led to increased movement of people between countries.

A passport, as an official state document, is a vital requirement for people wishing to travel abroad. Therefore, passport issuance services must be carried out optimally, effectively, and efficiently. However, before the introduction of app-based service innovations, the public often complained about various issues such as uncertain service times, lengthy procedures, excessively long queues, and additional costs resulting from having to visit the immigration office multiple times. This situation gave rise to a negative perception that immigration services were uncertain, slow, and unresponsive.

The SINGA KARMILA application was introduced as a service innovation to address these obstacles. With an online passport application system, the public is expected to save time, money, and effort by simplifying and structured bureaucratic processes. The presence of this application also implements the mandate of the law, which requires the government to provide public services that are easy, affordable, fast, and provide certainty to the public.

However, the implementation of the digital service system must be further evaluated to determine its effectiveness. This is crucial to ensure that the SINGA KARMILA application can improve service quality, meet community needs, and strengthen public trust in the government.

Based on the description, this study was conducted to review further how the SINGA KARMILA application works, its level of effectiveness in processing passports online, and how the management information system is implemented in these services at the Class I TPI Malang Immigration Office.

METHOD

This study employs a descriptive qualitative approach aimed at systematically and accurately describing the implementation of the management information system at the Class I TPI Immigration Office in Malang. The research was conducted at the Class I TPI Immigration Office located at Jl. Raden Panji Suroso No. 4, Polowijen, Blimbing, Malang City, East Java, from May to June 2022.

The data sources consist of:

1. Primary data, obtained through interviews with informants related to the implementation of the immigration information system; and
2. Secondary data, in the form of documents, journals, websites, and other written sources.

Data collection techniques include:

1. Structured interviews, conducted using a predetermined list of questions to maintain focus and obtain relevant information; and
2. Literature study, carried out by reviewing relevant articles, journals, online news, and official documents to support the interview findings.

FINDINGS AND DISCUSSION

How the Singa Karmila App Works

Research results indicate that Singa Karmila is a digital-based public service innovation developed by the Class I Immigration Office (TPI) Malang. The app was released on June 10, 2021, as part of an effort to improve the effectiveness and efficiency of immigration services by integrating services into a single system.

The Singa Karmila app is designed to make it easier for the public—both Indonesian citizens (WNI) and foreign nationals (WNA)—as well as internal employees to obtain information and access immigration services. The app can be downloaded from the Play Store, is available in two languages (Indonesian and English), and is equipped with various features such as online passport queuing (APAPO), e-perdim (e-perdim) filling, passport status checking, online visa processing, foreigner reporting (APOA), residence permit applications, manifest checking, social media, and complaint services and a call center.

Technically, the app is easy to use, starting with downloading, selecting a language, selecting a user category, and selecting service features according to your needs. The integrated information system allows users to obtain clear service flow guidance and reduces face-to-face interaction. The Information and Communication Technology Team at the Class I TPI Malang Immigration Office continuously monitors application

performance and implements updates to prevent technical issues such as server errors and ensure the security of public data. The application's security system underwent standard testing before launch to minimize the risk of personal data leaks.

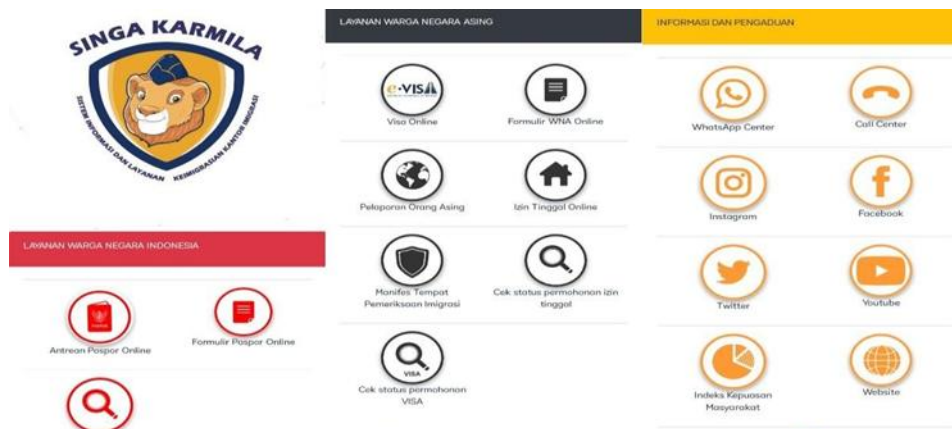


Figure 1. Singa Karmila App for Immigration Service Users

Source: Singa Karmila App

In general, research results indicate that the integration of various features within a single application system makes the immigration service process more accessible and structured than the previous manual system. However, the application's reach is still limited to Malang City due to regional policies, where other regions are encouraged to use similar applications or M-Passport as a national application.

Effectiveness of the Singa Karmila Application in Online Passport Applications

The implementation of the Singa Karmila application for online passport applications is considered effective in improving the quality of public services. This aligns with the concept of electronic government (e-government), which aims to increase public access to public services, expand the distribution of information, and create transparent and efficient services.

Observations show that the Singa Karmila application simplifies the public's access to passport registration, status checks, residence permit applications, and reporting the whereabouts of foreigners. The use of an integrated system facilitates user access to data and information previously scattered across several different applications. This streamlines the bureaucratic process and eliminates the need for frequent in-person visits to immigration offices.

From a service time perspective, this application expedites the administrative process, reducing the potential for long queues and uncertainty about service schedules. Information transparency is also increased because the public can independently monitor the status of their files. Furthermore, the availability of complaint features and a call center strengthen the responsiveness of immigration authorities in handling public complaints.

Thus, this innovation has been proven to support the acceleration and improvement of the quality of immigration services, while simultaneously increasing public satisfaction. However, the effectiveness of the application is also influenced by the user's ability to access the application, as well as the stability of the internet network as the main supporter of the system.

Implementation of Management Information Systems in the Singa Karmila Application

A Management Information System (MIS) is a crucial element in the management of modern organizations. The implementation of a MIS in the Singa Karmila application aims to support organizational performance in providing immigration services effectively, efficiently, and accountably.

In this study, the MIS plays a role in providing information services related to queue number acquisition, document checking, employee data management, and incoming and outgoing documents through the integration of various features such as the personnel management system and SISUMAKER. The implementation of a MIS also supports planning, control, evaluation, and decision-making processes within the organization through accurate and centralized data.

The results of the study indicate that the use of a MIS in the Singa Karmila application helps optimize the organization's internal processes. Data is recorded systematically, facilitating coordination and ensuring information is available when needed. Furthermore, the use of information technology also improves data security and consistency and reduces reliance on error-prone manual systems.

Thus, the implementation of a MIS in the Singa Karmila application provides dual benefits, improving the quality of public services to the community and streamlining internal organizational management. This aligns with the goal of developing an MIS, namely to provide information services to support planning, evaluation, and decision-making activities quickly and accurately. The implementation of an MIS also demonstrates the contribution of digital innovation to improving bureaucratic governance.

Overall, the research results show that Singa Karmila has made a significant contribution to improving immigration services. This innovation responds to the public's need for fast, transparent, and flexible services. Simplifying procedures through digitalization has successfully addressed previous issues such as long queues, uncertain timing, and high indirect service costs.

The implementation of SIM in this application strengthens internal management and accelerates administrative processes, in line with the demands of bureaucratic reform. The integrated features also foster public trust in immigration services. However, the success of this system depends heavily on technological infrastructure, user capabilities, and ongoing system maintenance.

CONCLUSION

The implementation of the SINGA KARMILA application at the Class I TPI Malang Immigration Office demonstrates significant progress in improving the quality of immigration services through digital transformation. As a descriptive qualitative study, findings indicate that the application successfully simplifies passport processing and other immigration services by integrating various functions into a centralized information system. This innovation has contributed to increased service efficiency, reduced processing time, improved transparency, and minimized in-person visits, thereby addressing issues previously faced by the public such as long queues, uncertainty in service schedules, and repetitive administrative procedures.

The application of a Management Information System (MIS) within SINGA KARMILA has strengthened organizational performance through systematic data management, enhanced coordination, and improved decision-making processes. Additionally, features for complaints and call centers demonstrate increased responsiveness and accountability in public service delivery, which helps build public trust.

Despite its positive impact, the effectiveness of SINGA KARMILA remains dependent on reliable technological infrastructure, continuous system maintenance, and users' digital literacy. Furthermore, the service coverage is still limited to the Malang area due to regional policy constraints.

Overall, SINGA KARMILA serves as an effective public service innovation aligned with e-government objectives, facilitating more accessible, transparent, and efficient immigration services while simultaneously improving internal administrative management.

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