

IMPLEMENTATION OF IMMIGRATION STAY PERMIT POLICY: COLLABORATION BETWEEN THE MINISTRY OF INVESTMENT, THE MINISTRY OF MANPOWER, AND THE IMMIGRATION AGENCY TO ENSURE THE INVESTMENT CLIMATE

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ABSTRACT — This study aims to analyze the benefits of transforming public service governance into an ecosystem that utilizes an integrated digital system. In realizing the vision of Golden Indonesia 2045, integration of inter-agency licensing bureaucracy is crucial for attracting foreign investment. This study analyzes the collaboration between the Ministry of Investment, the Ministry of Manpower, and the Directorate General of Immigration in facilitating foreign worker licensing and residence permits in Special Economic Zones. A descriptive qualitative approach was used, utilizing secondary data through documentation studies and content analysis of the latest regulations and technical policies for 2025-2026. The integration of the Online Single Submission (OSS), TKA Online, and E-Visa systems has transformed public service governance into an integrated digital ecosystem. This automation significantly reduces business operational costs, as evidenced by the automatic issuance of Limited Stay Permits (ITAS) within 24 hours and the implementation of strict selective policies. This synergy has had a direct impact on investment realization, reaching IDR 1,931.2 trillion and absorbing 2.7 million workers by 2025. This cross-ministerial collaboration has successfully created an efficient and transparent investment climate, while simultaneously strengthening national security through data-driven surveillance and biometric technology.

Keywords: Immigration; Residence Permit; Investment; Agency Collaboration; E-Visa

1. INTRODUCTION

In realizing the Golden Indonesia 2045 Vision, the investment sector is positioned as the primary engine of growth for the national economy. Based on government policy direction, investment is not merely capital investment, but a strategic instrument for accelerating economic transformation through the downstreaming of natural resources and increasing research and workforce productivity. This ambitious target requires Indonesia to create a competitive business ecosystem to attract global investors amidst increasingly fierce international economic competition. Economically, Indonesia projects stable growth through strengthening technology-based industries, accelerating

the digital ecosystem, and sustainable natural resource management. To realize this target, synergy between investment policies, the availability of strategic infrastructure, and the transition to green energy are positioned as key pillars to ensure inclusive and equitable growth for all levels of society.

1.1. Strategic Efforts

In order to support and realize the trade and investment diplomacy strategy towards the Golden Indonesia Vision 2045, several structural challenges are faced, including:

- Escalating Global Competition: The dynamics of international competition demand precise market niche identification and the formulation of adaptive economic

diplomacy strategies.

- **Harmonization of Regulations and Policies:** The ongoing need for alignment and debureaucratization of investment licensing to create legal certainty and increase attractiveness to foreign investors.
- **Infrastructure Gap:** Limited and uneven physical and digital infrastructure often act as bottlenecks in supporting trade mobility and investment operations.
- **National Competitive Capacity:** The urgency to continuously improve the competitiveness of domestic industries to survive and compete globally.

1.2. Regulatory Point.

To address these regulatory and policy challenges, the government has taken strategic steps through cross-agency licensing integration involving the Ministry of Investment, the Ministry of Manpower, and the Directorate General of Immigration. One of the government's mainstay instruments in attracting Foreign Direct Investment (PMA) is through the development of strategic areas, particularly Special Economic Zones (KEK) and Industrial Estates (KI). These areas are designed to become new centers of economic growth by offering various fiscal and non-fiscal incentives. Referring to the latest policy, the government has issued Ministerial Decree of Investment Number 286 of 2025 concerning the designation of Industrial Zones for Direct Construction Facilitation (KLIK). This facility allows investors to immediately begin physical construction immediately after obtaining basic permits, significantly accelerating time-to-market for the manufacturing and service industries.

Figure 1.1 25 Special Economic Zones (SEZs) in Indonesia
Source: (Secretariat General of the National Council for Special Economic Zones, 2025)

However, the attractiveness of investment in SEZs depends not only on physical infrastructure and tax incentives, but also on bureaucratic efficiency related to operational permits, especially those involving foreign skilled workers. This is where the urgency of simplifying cross-agency bureaucracy becomes crucial. To date, obstacles often arise from fragmented procedures between ministries. In response, integration between the Ministry of Investment through the Online Single Submission (OSS) system, the Ministry of Manpower (through RPTKA approval), and the Directorate General of Immigration (through the E-Visa and Stay Permit mechanisms) has become a key pillar in ensuring legal certainty. This integration is reflected in the latest procedures for 2026, where the Ministry of Manpower's RPTKA eligibility assessment process is now connected in real time with the immigration system for the automatic issuance of Limited Stay Permits (ITAS). Innovations such as the Golden Visa scheme and the Global Citizenship of Indonesia (GCI) policy have also been introduced to provide long-term residency for global investors and talent. With the synchronization of residence permit policies that are more adaptive and faster, it is hoped that administrative obstacles can be minimized, thereby creating a conducive, transparent, and accountable investment climate to support the sustainability of the national economy towards Golden Indonesia 2045.

2. RESEARCH METHODOLOGY

This research uses a descriptive qualitative approach to provide a systematic overview of the integration of operational licensing policies for investors and foreign workers in Indonesia. The qualitative method was chosen to explore the dynamic phenomenon of cross-agency collaboration within the realm of state administrative law and public policy. The data used in this study are



secondary data obtained through documentation studies and related regulatory searches. The primary data sources in this analysis include socialization materials and the latest technical policies for 2025-2026. Data analysis was conducted using content analysis of key legal umbrella regulations, including Law Number 6 of 2011 concerning Immigration and its amendments in 2024, Government Regulation Number 34 of 2021 concerning the Use of Foreign Workers, and Regulation of the Minister of Investment Number 5 of 2025 concerning the implementation of risk-based business licensing.

3. RESEARCH RESULTS AND DISCUSSION

3.1. Implementation of the Online Single Submission (OSS) System

The implementation of the risk-based online single submission (OSS) system is a manifestation of bureaucratic licensing reform in Indonesia, aimed at creating a transparent and efficient investment ecosystem. The Ministry of Investment and Downstreaming/BKPM positions the OSS system as the "heart" of all business activities. This system acts as the first step in this digital architecture, namely identity validation, which is crucial for ensuring business security and legality. The OSS system for all business actors, both domestic and foreign, has been integrated in real time with various databases from other ministries, including:

No	K/L	Pelayanan
1.	Kementerian Dalam Negeri	Validitas data Kependudukan
2.	Kementerian Keuangan	Pelayanan Pajak dan PNB
3.	AHU	Validasi akta pendirian perusahaan, profil pengurus, dan status hukum entitas bisnis
4.	Kementerian Ketenagakerjaan	Penilaian kelayakan RPTKA dan pengawasan alih keahlian (<i>transfer of knowledge</i>)
5.	Imigrasi	Penerbitan visa dan izin tinggal (ITAS/ITAP)
6.	Kementerian Lembaga Lainnya	Penerbitan produk layanan sesuai Tusi masing-masing K/L
7.	Kementerian Investasi Dan Hilirisasi/BKPM	Kewenangan penerbitan Perizinan Berusaha didelegasikan kepada Kementerian Investasi dan Hilirisasi/BKPM, di mana penerbitannya wajib melalui Sistem Online Single Submission (OSS)

Tabel 3.1 Pelayanan terkait investasi oleh berbagai Kementerian/ Lembaga Sumber: Hasil olah penulis

This rigorous validation ensures that every business entity that obtains a Business Identification Number (NIB) has a clear legal profile, which in turn minimizes the risk of shell companies or administrative fraud. As mandated by the Job Creation Law, the OSS

system implements a risk-based licensing scheme. This scheme intelligently classifies business activities into four main categories:

- Low risk: Business actors only need a NIB as identification and legality to operate.
- Medium-low risk: Requires a NIB and a standard certificate in the form of a self-declaration through the system.
- Medium-high risk: Requires a NIB and a standard certificate that must be verified by the relevant ministry/institution or local government.
- High risk: Requires a NIB and permits that must be approved after going through an audit or fulfilling in-depth technical requirements.

This model eliminates the "one-size-fits-all" approach that previously forced MSMEs to navigate the same complex bureaucracy as large, high-risk industries. With this classification, the administrative burden for investors is more measurable and provides certainty of time. A smart engine mechanism that automatically assesses investment plans based on the Indonesian Standard Classification of Business Fields (KBLI). This system automatically maps basic requirements such as suitability for spatial use activities (KKPR), environmental approvals (AMDAL/UKL-UPL), and building construction approvals (PBG). Furthermore, system interoperability is key to cross-agency collaboration. As soon as a business actor completes their foreign expert utilization plan in the OSS (Online Foreign Worker Utilization System), the system sends a digital notification to the Ministry of Manpower's online TKA system for RPTKA approval, which is then forwarded to the immigration e-visa portal for residence permit issuance. This system synergy enables the implementation of a clear service level agreement (SLA), where document correction deadlines and permit issuance duration become service standards that can be directly monitored by investors, creating an accountable investment climate with legal certainty.

3.2. Verifying the Use of Foreign Workers Through TKA Online.

The Ministry of Manpower (Kemnaker) plays a crucial role as the "primary filter" in controlling the influx of foreign workers (TKA) into Indonesia. In accordance with the mandate of Government Regulation Number 34 concerning the Use of Foreign Workers (2021), further clarified in Minister of Manpower Regulation Number 8 concerning the Use of Foreign Workers (2021), the foreign worker licensing process is now focused on one primary instrument: the approval of the Foreign Worker Utilization Plan (RPTKA). To accelerate this process without neglecting oversight, the Ministry of Manpower has implemented an online foreign worker system that is directly integrated with the OSS system and immigration system. The implementation of selective policy within the digital ecosystem of the online foreign worker system architecture is based on the principle of selective policy, which ensures that only foreign workers with specific skills not yet available for local workers are permitted entry, are temporary, and are not substitutes. Through this system, requirements validation is carried out precisely. The system will automatically reject applications for positions prohibited for foreign workers (negative list), such as positions dealing with personnel or human resources. In addition, the system requires employers to upload proof of competency in the form of a linear educational certificate and at least 5 (five) years of work experience in accordance with the qualifications of the position to be filled. This digitalization minimizes manual intervention and human error in selecting prospective foreign workers for administrative eligibility. The mechanism for assessing eligibility and approving the RPTKA (Regional Employment Plan) transforms the existing bureaucratic process, shifting from a hierarchical bureaucratic process to a more streamlined and parallel one. The online TKA process begins when an employer submits an application by completing the required data and documents. Subsequent stages include:

- Data and document verification: The system and officers check the company profile and justify the urgency of using the foreign

worker.

- In-depth online interviews: For certain applications requiring further review, the Ministry of Manpower utilizes a virtual interview feature to ensure alignment between the planned use and operational realities on the ground.
- Validation Of Eligibility Assessment Results: After The Evaluation Stage Is Complete, The System Will Issue A Decision Letter On The Eligibility Assessment Results, Which Serves As The Basis For Initial Approval.



Gambar 3.1 Alur Proses Pemberian RPTKA
Sumber: Paparan Kemnaker (2026)

Integration of DKPTKA payments and mandatory transfer of knowledge One of the biggest advancements in online TKA is its integration with the Ministry of Finance's state revenue system. After the HPK Decree is issued, the system automatically generates a notification letter for payment of the TKA Compensation Fund (DKPTKA) for employers who are required to pay. This DKPTKA payment is recorded in real time by the system, which immediately triggers the issuance of the RPTKA approval decree without the need for manual confirmation. The use of TKA in Special Economic Zones (SEZs) faces limitations in the form of regulatory and bureaucratic obstacles, compliance standards, and challenges in optimizing the local workforce. Nevertheless, this scheme offers competitive advantages in the form of skills and technology transfer, flexibility in recruiting international skilled workers, and positive contributions to strengthening the regional economy and industrial productivity performance. Furthermore, the online TKA system also serves as an administrative oversight instrument to ensure the compulsory transfer of knowledge. When

applying for the RPTKA, employers are required to register the identity of the accompanying Indonesian migrant worker (TKI) who will receive the transfer of skills, as well as their education or training plans. Specifically for special economic zones (SEZs) and industrial estates, the system provides relaxation in the form of accelerated sla and RPTKA (Work Plan) approval, which can be granted for up to five years, as well as permits for concurrent positions for directors/commissioners with share ownership. All final RPTKA approval data in the TKA online system is then transmitted electronically (host-to-host) to the Directorate General of Immigration as an absolute prerequisite for e-visa issuance.

3.3. Immigration Service Transformation: Automated E-Visa and ITAS

The Directorate General of Immigration plays a vital role in the supervision and enforcement of Foreign Workers (TKA) through the implementation of comprehensive policies. This role is realized through strict immigration document verification procedures to ensure the legality of foreign workers' expertise, field operations to monitor compliance with expert activities in companies, and strengthened cross-agency collaboration in mapping the distribution of foreigners to maintain national sovereignty and legal order in the employment sector. As the focal point of the labor and foreign investor licensing chain, the Directorate General of Immigration plays a crucial dual role: facilitator of national economic development and gatekeeper of state sovereignty. To align these two functions with the goal of accelerating investment, the immigration agency is revolutionizing its service governance through end-to-end digitalization, eliminating time-consuming and costly manual bureaucratic barriers.

Gambar 3.2 Alur Proses Pemberian RPTKA,
Sumber: Paparan Ditjenim (2026)

The first step in this transformation was the implementation of an electronic visa (e-visa) system through a centralized portal (evisa.imigrasi.go.id). This system completely eliminates the need for foreigners or guarantors to physically visit Indonesian embassies abroad or immigration offices for visa processing. Approval data from the OSS system and online foreign workers are pulled host-to-host into the immigration system as the basis for visa approval. This transformation is becoming increasingly comprehensive at immigration checkpoints such as international airports and seaports. E-visa holders are now facilitated with an autogate infrastructure that utilizes facial recognition technology and electronic passport scanning. The autogate system automatically performs immigration checks and matches biometric data in real time with the central system, ensuring that the fast service (within seconds) remains accurate and secure. Historically, one of the biggest stumbling blocks for expatriates and investors has been the requirement to report to the local immigration office to convert a visa to a limited stay permit or permanent stay permit, which often requires days of manual photo and fingerprinting. Today, through the integration of e-visa and autogate, this process has been fully automated. Recording arrival data at the TPI directly triggers the system to process the stay permit. Numerous benefits can be gained through this Golden Visa policy, such as the potential for increased state revenue, increased job creation, technology transfer, and also enhancing Indonesia's reputation internationally (Damayanti, 2025). For certain visa holders, especially investors (Golden Visa), experts, and diaspora subjects, the issuance of an ITA (Permit for Business Travel) or ITA (Permit for Travel) along with a re-entry permit (IMK/Multiple Re-Entry Permit) is carried out automatically within 24 hours. These digital (paperless) permit documents are sent directly to the foreigner's email and



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e-visa account, completely eliminating the need for a physical presence at the immigration office. Despite the relaxation and acceleration of services, the government ensures that the country's security filters are not compromised. To ensure this, immigration has implemented revolutionary systemic adjustments. First, based on the Director General of Immigration Circular Letter No. IMI-417.GR.01.01 concerning Adjustments to Immigration Stay Permit Services (2025), the biometric photo capture feature, which was previously upload-based, has now been changed to a direct capture mechanism to prevent manipulation of identity documents. Second, the latest e-visa system is equipped with a feature for clustering the presence of foreigners based on domicile. This intelligent mapping provides real-time data access to the number, distribution, and activities of foreigners for the immigration supervision and enforcement (wasdakim) sector in the regions. In fact, for high-risk or vital licensing issues such as Global Citizenship of Indonesia (GCI) and Golden Visas, immigration integrates the behind-the-scenes approval verification process with a cross-agency assessment team consisting of the Ministry of Foreign Affairs, the State Intelligence Agency (BIN), the Indonesian National Armed Forces (TNI) Information and Communications Agency (BAIS), and the Indonesian National Police (Baintelkam POLRI) (Ministerial Regulation No. 3, 2025). Thus, the oversight paradigm shifts from administrative and procedural procedures at the service counter to efficient, discreet, and comprehensive data-driven surveillance.

3.4 Impact of System Integration on National Investment Realization

The integration of the three main pillars of the licensing system: OSS (Ministry of Investment), TKA online (Ministry of Manpower), and e-visa (Immigration) not only impacts bureaucratic governance but also has direct implications for Indonesia's macroeconomic performance. The success of this digital transformation can be measured through three main indicators: legal certainty and time efficiency, contribution to investment

realization, and balance between ease of doing business and national security. Prior to integration, investors often faced uncertainty about the processing time from basic to operational permits. Through regulatory reforms reinforced by Government Regulation No. 28 of 2025, the government explicitly stipulated service level agreements (SLAs) for each stage of business licensing and business permits to support business activities (PB-UMKU). Furthermore, this regulation also implemented a positive fictitious scheme, where applications were deemed automatically approved by the system if the processing deadline by the relevant agency had passed. This time certainty is clearly reflected in immigration services, where the issuance of permanent residence permits (ITAP) and re-entry permits (IMK) can now be automatically issued in a matter of minutes 1x24 hours. This efficiency drastically reduces the cost of doing business (operational costs) that investors and multinational companies must bear in bringing in experts, thus making Indonesia's investment climate much more competitive globally. This simplification of cross-agency bureaucracy is positively correlated with high investor confidence. To achieve the vision of Indonesia Emas 2045 and the economic growth target of 8%, the government projects investment needs to reach IDR 13,032.8 trillion in the 2025-2029 period. The impact of the synergy of the OSS system, online foreign workers, and e-visas is starting to produce significant results. Based on investment realization data from January to December 2025, total investment (PMA and PMDN) reached IDR 1,931.2 trillion. This figure not only reflects growth of 12.7% (year-on-year), but also successfully exceeded the 2025 target of 101.3%. Furthermore, the strong flow of investment facilitated by this bureaucratic streamlining has proven to be able to drive the real economy, absorbing 2,710,532 Indonesian workers in various sectors throughout 2025. The biggest challenge in relaxing licensing requirements is the potential vulnerability to national security and sovereignty. However, the integration of digital systems demonstrates that ease of doing business can go

hand in hand with law enforcement. From a labor perspective, the selective policy system for online foreign workers ensures that facilities are only granted to foreign workers with specialized skills that cannot be substituted by local workers. Meanwhile, from an immigration perspective, digitalization has strengthened the surveillance network. The transformation of the live biometric photo capture feature and the integration of an autogate system effectively minimize the potential for identity fraud. Coupled with the foreigner domicile clustering feature within the system, the immigration monitoring and enforcement sector now has access to real-time data on the distribution and number of foreigners. This allows the country to accurately map the presence of experts and investors in crucial points such as special economic zones (SEZs), creating an effective, efficient, and precise administrative oversight ecosystem.

4. CONCLUSIONS AND RECOMMENDATIONS

4.1. Conclusions

The results of this study can be concluded as follows:

- The integration of the licensing system implemented between the Ministry of Investment (OSS), the Ministry of Manpower (TKA online), and the Directorate General of Immigration (e-visa) has successfully transformed bureaucratic governance in Indonesia, creating an efficient, transparent, and measurable ecosystem. This cross-agency collaboration has proven effective in reducing the cost of doing business through service automation, such as the issuance of limited stay permits (ITAS) within 24 hours and the implementation of service level agreements (SLAs) that provide time certainty for investors.
- This policy has proven to have a very positive impact on the national investment climate, as evidenced by the achievement of realized investment of IDR 1,931.2 trillion in 2025 and the absorption of more than 2.7 million workers in various sectors. In addition to providing

various business facilities, particularly in Special Economic Zones (SEZs), through innovative schemes such as the Golden Visa and Global Citizenship of Indonesia (GCI), the government has proven capable of proportionally safeguarding national sovereignty and security. This can be realized through the firm implementation of selective policies in the employment system and the strengthening of data-driven surveillance of immigration. Overall, this synergy of operational licensing policies.

4.2. Recommendations

From the conducted research, it can be recommended that:

- The collaboration of public services into an ecosystem that uses an integrated digital system is highly efficient and effective, both from a labor perspective. The selective policy system for online foreign workers ensures that facilities are only provided to foreign workers with specialized skills that cannot be substituted by local workers.
- Meanwhile, from an immigration perspective, digitalization actually strengthens the surveillance network by transforming features, both in the implementation of live biometric photo capture and the integration of an effective autogate system, thereby minimizing the potential for identity fraud.

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