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INTEGRATION OF IMMIGRATION ADMINISTRATION AND NATIONAL POLICE INFORMATION SYSTEMS TO ENHANCE SERVICE QUALITY

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Abstrak — *This study aims to analyze how the integration of the Immigration Administration Information System and the information system of the Indonesian National Police can improve service quality. The increasing intensity of human activities and cross-border mobility requires the state to ensure immigration services are fast and precise. These services are also expected to be accurate and secure to support supervision when dealing with immigration-related risks. This study was initially conducted based on the finding that inter-agency coordination remains suboptimal and that the existing regulations are not yet sufficiently appropriate. Therefore, the study employed a qualitative approach using a literature review method based on 15 scientific articles. The data were analyzed through content and thematic analysis before the final conclusions were drawn. The findings show that the proper integration of immigration and police information systems can improve inspection accuracy and strengthen service coordination. The analysis also confirms that successful integration does not depend solely on technology, but also requires attention to several elements, including appropriate regulations and the accuracy of officers in carrying out their duties. In addition, cybersecurity measures are needed to prevent data breaches and unauthorized access. Based on these findings, it can be concluded that information system integration is a strategic step toward achieving immigration services that are more effective, efficient, and accountable.*

Keywords: *information system integration, immigration administration, Indonesian National Police, service quality, collaborative governance.*

1. INTRODUCTION

Information systems play a crucial role in supporting the delivery of accountable public services. Reflecting the advan cements of the modern era, information systems represent a technological evolution that facilitates human life, particu larly in the realm of immigration. Techno logy is utilized within immigration systems to enhance administrative efficiency, ensure accurate data categorization, and bolster service security. Various oversight and service functions have been digitized, including the M-Passport system, the Passenger Profiling Information System (SIPP), and the implementation of biome tric technology (facial recognition). While such implemen tations are intended to accelerate service delivery, their current execution is not yet optimal. Issues have been identified regarding the M-Passport system that impact user satisfaction with immigration services; specifically, there are problems with user instructions and concerns regarding the effectiveness of security measures. These issues highlight the need for integrated data management

within the context of digitalization. Effective manage ment of this data and information requires collaboration with the Indonesian National Police (Polri). While the Direc torate General of Immigration holds access to immigration data, the National Police holds access to information regarding individuals' identities and criminal records. Currently, however, these datasets are not accessible through a unified system, hindering verification processes and slowing down service delivery. This lack of optimal data integration elevates potential security risks. Consequently, efforts have been made to integrate information systems by linking Immigration's Border Control Management (BCM) with the I-24/7 system used by the National Police and Interpol, thereby enabling officers to cross reference individual data with police records. Nevertheless, implementation faces limitations related to technical issues and data updates. These obstacles reveal a gap between the need for rapid, secure services and the operational readiness of the systems employed by the relevant agencies. Addressing this phenomenon, the researcher aims to bridge this gap by examining service delivery, security, technology, and institutional governance within a unified framework. This study aims to analyze the integration of the Immigra tion Administration Information System and the Indonesian National Police (Polri) as an effort to improve service quality, as well as to identify obstacles and strategies for strengthening this integration.

2. RESEARCH METHODOLOGY

This study employs a qualitative approach utilizing a literature review method. The qualitative approach was adopted to understand the issue at hand through the examination and interpretation of various written sources. Furthermore, this method aims to explore and comprehend the significance of the issue by interpreting existing scholarly data.

2.1. Research Design

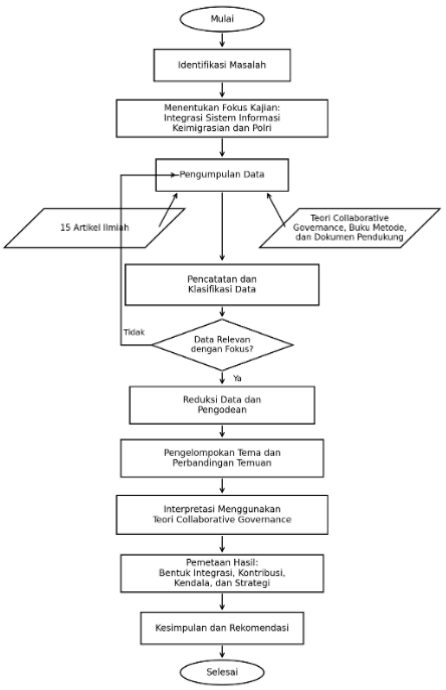


Figure 1. Research Flow
Source: Researcher (2026)

This study begins by identifying the primary issue: the suboptimal integration between the Immigration Administration Information System and the Indonesian National Police (Polri) information system in terms of supporting service quality. Data were collected through a literature review comprising 15 scientific articles, the theory of Collaborative Governance, research methodology texts, and supporting docu ments. The gathered data were then revie wed, recorded, reduced, and categorized based on key themes. Subsequently, the findings were compared and interpreted using the Collaborative Governance framework. The analysis results serve as the basis for formulating the form of integration, the contribution to service delivery, existing constraints, and strate gies to strengthen the Immigration and Polri information systems.

2.2. Data Collection Objects and Techniques

The object of this research is the integration of immigration administration and Indone sian National Police (Polri) infor mation systems in relation to improving service quality. The integration examined encom passes the exchange of data regar ding

identities, travel documents, border cros sings, wanted persons lists, Interpol information, immigration violations, pas senger risk profiles, foreign national monitoring, and intelligence information. The primary data sources consist of 15 scientific articles published between 2022 and 2026, with the theory of Ansell and Gash serving as the overarching theoretical framework. Data collection was conducted using documentation and literature review techniques, involving the reading of all selected articles and the recording of pertinent information. Furthermore, the data were categorized based on desired outcomes, methods, and results, alongside the identification of constraints. The study concludes with the researcher providing final recommendations. All selected articles were utilized in the data analysis process to ensure a comprehensive description of the services and technological integration. The inclusion of this full set of articles ensures that the research is not limited to a single type of service or a specific research location.

2.3. Research Instruments

The primary research instrument was the researcher, who determined data relevance, classified information, compa red research findings, and formulated interpretations. A literature review matrix served as a supporting instrument. Coding sheets were also utilized to categorize data into themes such as technology integration, service quality, oversight and security, human resources, regulations, infrastruc ture, and coordination. The use of these instruments helped maintain consistency in the analysis process and ensured the inclusion of all research sources.

2.4. Analysis Techniques

The data were analyzed using content analysis and thematic analysis. The first step involved the researchers reducing the data in alignment with the research focus. Subsequently, the researchers coded and categorized the findings into themes regarding system integration, service quality, implementation challenges, and strengthening strategies. Findings from each article were then compared to identify similarities, differences, and recurring patterns. Finally, the analysis results were interpreted using Collaborative Gover nance theory before drawing final conclusions.

3. RESEARCH RESULTS AND DISCUSSION

3.1. Research results

An analysis of 15 articles indicates that discussions regarding the integration of immigration and National Police infor mation systems can be categorized into four main themes. The first theme concerns the utilization of technology and database integration. The second theme focuses on the contribution of information systems to service quality. The third theme addresses the support integration provides for oversight and law enforcement. The fourth theme covers institutional, technological, regulatory, and human resource constraints.

No	Literature Focus	Findings	Relevance
1	Immigration services in remote areas	Vertical collaboration is needed to expand service access.	Inter-agency collaboration design
2	Police-based migration intelligence	Gaps exist in data integration and intelligence exchange.	Immigration–Police information integration
3	AI in immigration systems	AI accelerates administration and detection but faces cyber risks.	Service efficiency and security
4	PAU–SIPP integration	Passenger profiling enhances early detection.	Risk-based screening
5	Illegal crossings in West Kalimantan	Joint operations are more effective, but monitoring systems lack integration.	Cross-sector collaboration
6	Immigration Intelligence vs. Police Intelligence	Real-time data exchange is needed to counter terrorism and human trafficking.	Threat detection and prevention
7	M-Paspor in Agam	E-government quality influences user satisfaction.	Service quality dimensions

8	Pekanbaru Immigration services	Service is generally good, but satisfaction gaps remain.	Direct service quality
9	Passport services in Balangan	Human resources, time, responsiveness, and internet issues hinder service.	Organizational readiness
10	M-Paspor in Jember	App quality does not yet meet user expectations.	Digital system reliability
11	Papua New Guinea border	Infrastructure and coordination hinder law enforcement.	Border surveillance integration
12	Repatriation of migrant workers	Handling requires data exchange and inter-agency coordination.	Service and protection of Indonesian citizens
13	Immigration Civil Servant Investigators (PPNS)	Law enforcement is constrained by HR, facilities, coordination, and authority.	Data access during investigations
14	Foreign tourist surveillance	Synergy exists, but communication lacks responsiveness.	Operational coordination
15	BCM–I-24/7 integration	Systems support service and security but are not yet optimal.	Immigration–Police integration model

Table 1 Synthesis of Research Literature
Source: Data processed by the researcher (2026)

Analysis indicates that the most concrete form of integration exists in the relationship between BCM and I-24/7. The BCM system manages information regarding border crossing checks, travel documents, and watchlists (prevention and deterrence lists). The I-24/7 system provides access to Interpol databases, including records of Stolen and Lost Travel Documents and information on internationally wanted individuals. When these two systems are interconnected, checks on travelers are based not only on administrative immigration data but also on police and international information. This integration expands the scope of verification without requiring officers to manually request data from other agencies. PAU and SIPP represent forms of data integration that support screening before passengers arrive at the immigration checkpoint. Passenger data from airlines can be analyzed to identify risk profiles and cross-referenced with immigration data bases using security information. This system transforms the screening process from a reactive approach into a more preventive one. Officers can prepare follow-up checks for travelers flagged with risk indicators without slowing down service for the majority of compliant passengers. The utilization of AI, biometrics, and facial recognition enhances system integration capabilities. These technologies can be used to verify identities, detect suspicious travel patterns, check document authenticity, and reduce the risk of human error. However, technological capabilities must be supported by accurate databases. Sophisticated systems will not yield accurate decisions if information across agencies is outdated, fails to adhere to common data standards, or cannot be exchanged directly. Information system integration contributes to service quality through speed, accuracy, reliability, security, and decisional certainty. Officers do not need to conduct repetitive checks or await confirmation through lengthy administrative procedures. Automatically generated data can expedite decisions regarding entry authorization, entry denial, further inspection, or law enforcement actions. These conditions also help reduce queues at immigration checkpoints and provide certainty to service users. Nevertheless, an analysis of the M-Paspor service reveals that the use of technology does not always result in public satisfaction. A system that is difficult to accessUnstable servers, unclear information, and questionable account security can actually increase the burden on users. Digital infrastructure and back-end integration must go hand-in-hand with user-friendly service interfaces. Effective data integration can reduce the need for the public to repeatedly upload or submit the same information, yet this benefit is only realized if the system remains stable. Information integration also enhances oversight and law enforcement capabilities. The National Police's Intelligence and Security Agency (Intelkam) holds informa

tion on various security threats, while Immigration intelligence possesses data on the movement of people and immigration-related activities. Information exchange allows threat indicators identified by one agency to be promptly acted upon by another [9]. Integration is crucial because perpetrators of human trafficking, human smuggling, terrorism, and transnational crimes can use multiple identities, move across regions, and exploit delays in coordination. Monitoring foreign tourists in Denpasar, for instance, demons trates that synergy between Immigration and the National Police requires rapid, proactive communication. Information regarding the misuse of residence permits, security disturbances, or criminal acts involving foreign nationals must be conveyable without navigating overly lengthy hierar chical procedures. While informal commu nication channels can accelerate respon ses, they do not sufficiently guarantee the security, accoun tability, and sustainability of data exchange. Formal systems and shared procedures are necessary to ensure that information exchange does not rely solely on personal relationships between officers. Findings from border areas indicate that data center integration must extend to operational units in the field. Limitations regarding networks, facilities, and staffing levels often mean that information is not always available when needed. Joint patrols and cross-sector coordination yield better results than isolated monitoring, yet their effectiveness remains constrained by the absence of an integrated monitoring system. In other words, integration at the central level is insufficient if immigration offices, border posts, regional police, and field personnel lack appropriate access.

3.2 Outcome of the Discussion

3.2.1. Form of Integration between the Immigration Administration System and the National Police System

The integration of information systems between the Immigration Office and the National Police (Polri) entails linking data, applications, procedures, and authority to support both service delivery and over sight. Integration does not imply that all data from both agencies must be housed in a single, shared database; each agency retains authority and responsibility for the data it generates. A more suitable approach is interoperability the ability of distinct systems to read, verify, and exchange information with one another based on established access rights. BCM and I-24/7 exemplify relevant interope rability practices; when a travel document is scanned, the system can simulta neously check both immigration and Interpol databases. Officers need not open multiple applications or submit manual requests. A similar model could be applied to data on wanted persons and foreign nationals of interest. PAU and SIPP extend integration to the pre-arrival stage; receiving passenger data in advance allows officers to conduct risk-based screening. This information can be cross-referenced with police data regarding criminal offenses. A risk based approach enhances service quality by focusing in-depth checks on specific subjects, while travelers presenting no risk indicators can be processed more quickly. Integration should also extend to passport services, where civil registry information can be verified through inter-agency data exchange. This process reduces the use of fraudulent documents and eliminates the need to repeatedly request the same paperwork from the public. However, access rights must be restricted based on specific duties, given that immigration and police records contain sensitive personal and security-related information. This integration model aligns with the institu tional design of "Collaborative Gover nance," where foundational rules are recognized as key determinants of collabo rative success. Ambiguity regar ding any of these elements can cause officers to hesitate in sharing data or acting upon critical information.

3.2.2. Contribution of System Integration to Service Quality

The quality of immigration services is

determined by more than just the friendliness of officers or the comfort of facilities; services must also ensure speed, accuracy, certainty, security, and the ability to meet user needs. Information system integration contributes to these elements by reducing verification times, eliminating data duplication, and providing a more comprehensive basis for decision-making. Service speed improves when verification is automated; document checks that previously required confirmation from other agencies can now be performed within a unified system. Accuracy improves because decisions rely not only on officer observation but are supported by data on border crossings, biometrics, documents, and security information. Service certainty also increases, as officers can immediately determine whether an application or border crossing complies with regulations. Security is an integral part of service quality; a service that is fast but fails to detect forged documents or high-risk individuals cannot be considered high-quality. Conversely, overly lengthy scree ning conducted without data support can hinder compliant citizens. Integration enables a balance between facilitation and security through risk-based screening. Findings regarding the M-Paspor system demonstrate that digital service quality must be viewed from the user's pers pective. Back-end integration must be accompanied by an intuitive interface and robust account protection. An integrated system should alleviate the burden on the public rather than shifting the entire administrative workload onto the user. Therefore, technology development must be grounded in the user journey spanning registration, verification, payment, schedu ling, and screening, through to document receipt. Integration also enhances service quality for groups requiring protection, such as repatriated migrant workers. Rapidly verifiable identity and travel history data facilitate registration, travel document issu ance, handover to relevant agencies, and repatriation to the place of origin. In this context, service signifies not merely administrative efficiency but also the protection of citizens' rights and safety.

3.2.3. Regulatory, Technological, Human Resource, and Institutional Constraints

Regulatory hurdles represent a funda mental issue because integration involves personal data and security information. General cooperation agreements need to be translated into technical procedures detailing the types of accessible data, purposes of use, authorized personnel, data retention periods, access logging, and protocols for handling data breaches. Regulations that are too broad can lead to conflicting interpretations, while overly rigid regulations may slow down response times. Technological challenges stem from disparities in system architectures, data standards, server capacities, and network quality. The immigration and National Police systems were developed for distinct organizational objectives, resulting in non-uniform data structures. Integration requires standardized identity protocols, data exchange formats, appli cation programming interfaces (APIs), and synchronization mechanisms. Backup ser vers and disaster recovery capabilities are also essential, as system disruptions at immigration checkpoints can imme diately cause queues and create security risks. Cybersecurity is a critical concern, as broader integration amplifies the potential impact of a data breach. Data must not be exchanged via public communication platforms lacking adequate security measures. Further more, every instance of access must be traceable to prevent misuse. Human resource limitations are evident in the uneven proficiency regarding system usage and responsi veness to findings. Training cannot be limited to a one-time event at the system's launch; joint training programs between the Immigration agency and the National Police are necessary to ensure officers understand each agency's terminology, procedures, authority, and data require ments. Institutional obstacles arise when collabo ration is hindered by sectoral egos, conflicting priorities, and overlap

ping mandates. Theoretical frameworks high light the importance of initial conditio ns such as the history of conflict or coope ration, resource disparities, and partici pation incentives. While the Immigration agency and the National Police have distinct mandates, they share common interests regarding the monitoring of indivi duals and national security. Collaboration struggles when integration is perceived as diminishing the authority of either agency. A shared objective must be established: integration aims to enhance service deli very, security, and accountability, rather than usurping institutional func tions.

3.2.4. Strategies for Strengthening Integration Based on Collaborative Governance

The first strategy is to strengthen institu tional design through technical regulations and shared standard operating procedures. Procedures must be detailed enough to provide certainty to personnel while still allowing for rapid responses to urgent situations. The second strategy is to esta blish system interoperability based on the principles of necessity and propor tionality. Not all personnel require access to all data; access rights should be tailored to specific roles and duties. Systems can provide alerts or verification results without neces sarily revealing the full content of sensitive information. This approach maintains a balance between service requirements and data protection. The third strategy is to establish a coordination forum involving immigration officers and the National Police. This forum should not merely be a venue for addressing issues as they arise, but also a platform for evaluating perfor mance, discussing emerging threats, developing features, and updating proce dures. Direct dialogue is a crucial element of this collaborative process, as it fosters mutual understanding regarding each party's needs and limitations. The fourth strategy is to build trust through transpa rency and joint audits. Each agency requires assurance that shared data is used for its intended purpose. Findings regarding incidents should be discussed openly to facilitate system improvements, rather than simply being used to assign blame to a specific agency. The fifth strategy involves conducting joint training and establishing inter-agency technical teams. Training should cover system operation, risk analysis, data protection, cybersecurity, and procedures for handling identified subjects. The sixth strategy is to implement development in phases, leveraging "small wins." Tangible early results can strengthen trust and commit ment to the collaboration. Integra tion can begin with the most critical data such as lost travel documents, wanted persons lists, and travel ban or entry denial statuses with success at this stage serving as a foundation for expanding to other data types. The seventh strategy is to establish service quality indicators that measure the benefits of integration; evaluations should not rely solely on the volume of data exchanged or the number of connected systems. The indicators to be tracked should encompass inspection time, verifi cation time, error rates, the number of findings, system stability, user satisfaction, security incidents, and inter agency response times. These measurements help ensure that the integration delivers a tangible impact on service delivery.

4. CONCLUSIONS AND RECOMMENDATIONS

4.1. Conclusions

- *Integrating the administrative infor mation systems of the Immigration authorities and the National Police (Polri) is a strategic necessity aimed at enhancing public service quality while strengthening oversight of immigration services.*

- *This integration can be achieved through the interoperability of data bases covering border crossings, travel documents, wanted persons lists, Interpol information, violation records, passenger profiles, and intelli gence data. Integration offers benefits such as faster verification, improved accuracy, reduced redun dant checks, early detection, and greater certainty in decision-making. However,*

implementation faces chal lenges, including a lack of detailed regulatory frameworks, limitations in network and server capacity, differing information system standards, data security risks, disparities in personnel competence, and inconsistent inter-agency coordina tion.

- *The success of this integration depends not only on technology but also on institutional design, trust, communication, commitment, and a shared understanding between the Immigration authorities and the Natio nal Police. The government needs to formulate technical regula tions and joint Standard Operating Procedures (SOPs), establish data access classifications, strengthen cybersecu rity, provide backup infra structure, and conduct continuous joint training.*

- *A permanent coordination forum and a cross-agency technical team need to be established to conduct evaluations, address disruptions, and further develop the integration process through a phased approach.*

4.2. Recommendations

- *Collaboration between the Immigra tion authorities and the National Police requires further improvement regar ding data (cyber) security, ensuring that data can be utilized securely and reliably.*

- *Collaboration must be implemented in stages to achieve information system accuracy across various service aspects such as service duration, verification accuracy, security sys tems, user satisfaction, and response speed thereby fostering immigration services that are faster, secure, conve nient, and accountable, while conti nuing to safeguard national interests.*

- *It is recommended to collaborate on training programs covering system operation, risk analysis, data protec tion, (cyber) security, and procedures for handling identified subjects.*

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