

ANALYSIS OF AUTOGATE SERVICES AT I GUSTI NGURAH RAI INTERNATIONAL AIRPORT BY THE CLASS I SPECIAL IMMIGRATION OFFICE TPI NGURAH RAI

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Article History

Received: 15 July 2025

Accepted: 29 July 2025

Published: 31 August 2025

Abstract

Investment plays a crucial role in driving economic growth and stability, especially in an era of globalization with high international mobility, such as in Indonesia, international airports serve as key gateways to global connectivity and critical centers for immigration services. Modernizing Indonesia's aviation sector, particularly through digitalization and the implementation of technologies such as autogates at international airports, aims to improve the effectiveness, efficiency, and accuracy of immigration services and reduce passenger queues. This innovation aligns with the principles of good governance and smart mobility, with the integration of biometrics and facial recognition for rapid verification. However, autogates still have limitations in detecting non-documentary aspects and assessing behavior, so manual inspections and human oversight remain crucial as complements to maintain national security and sovereignty. For example, at I Gusti Ngurah Rai International Airport, autogates expedite the process but have not yet fully replaced human oversight. Other challenges include infrastructure readiness, human resource competency, and data security, which must be addressed to ensure innovative, efficient, secure, and user-friendly public services, supporting the bureaucratic reform agenda and the quality of future immigration services in Indonesia. Using a descriptive-analytical approach, this study aims to provide a comprehensive overview of the legal and regulatory challenges faced, as well as strategic recommendations for analyzing autogate services at I Gusti Ngurah Rai International Airport by the Class I immigration office specifically for the Ngurah Rai International Airport (TPI).

Keywords: Autogate, Immigration, Airport

A. INTRODUCTION

In the era of globalization, international mobility is increasing, especially in countries with rapidly growing tourist and business destinations like Indonesia. International airports play a crucial role as main gateways connecting the flow of people entering and leaving various countries. Immigration services are crucial in ensuring a smooth arrival and departure process while maintaining national sovereignty through strict supervision (Nurhidayati et al., 2025). To address these challenges, technological innovation is a key strategy adopted by the government, one of which is the implementation of autogates at airports.

Modernization is a process of change toward structured, measurable, and efficient progress through technological and management innovation. In the public sector, including aviation, modernization encompasses not only physical development but also the integration of information technology into services and institutional management (Hadi & Widnyani, 2024). Aviation has undergone significant transformation with the digital era and the 4.0

<http://jurnaldialektika.com/>

Publisher: Perkumpulan Ilmuwan Administrasi Negara Indonesia

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P-ISSN: 1412-9736

E-ISSN: 2828-545X

industrial revolution. In Indonesia, aviation system modernization has been implemented in stages through infrastructure transformation and digital services (Hariyono et al., 2024). One prominent innovation is the implementation of Autogate machines at international airports, which facilitate passengers through self-checkout immigration without having to go through an officer's counter. Autogate represents a technology-based public service that prioritizes speed, efficiency, and accuracy (Directorate General of Immigration, 2023).

Aviation sector modernization also includes the digitalization of e-ticketing, mobile check-in, and e-boarding passes, reflecting the principles of smart mobility that are time-efficient, environmentally friendly, and based on good governance (Ministry of Transportation of the Republic of Indonesia, 2022). Improving aviation security and safety is inseparable from modernization. The use of Artificial Intelligence (AI) in air traffic control and aircraft maintenance has been adopted, minimizing the risk of accidents due to technical errors or human error (IATA, 2021).

The Internet of Things (IoT) also plays a role in airport modernization, such as real-time baggage tracking and the integration of passenger information systems, supporting interconnected, transparent, and efficient operations (ICAO, 2020). Modernization addresses aspects of passenger identification and verification through biometrics and facial recognition, replacing manual verification with faster and more secure methods. This technology has begun to be implemented at Soekarno-Hatta and I Gusti Ngurah Rai International Airports (ICAO, 2020). From an institutional perspective, policy modernization includes the implementation of the Safety Management System (SMS) and Airport Collaborative Decision Making (A-CDM), accelerating operational decision-making based on real-time data (Ministry of Transportation of the Republic of Indonesia, 2023).

Modernization impacts changes in governance and public services. The aviation sector has pioneered e-government within the technical bureaucracy, demanding increased human resource capacity, regulatory updates, and cybersecurity (OECD, 2022). However, modernization presents challenges, such as data security risks and cyberattacks, infrastructure readiness in underdeveloped regions, and human resource readiness to operate advanced technology, which requires continuous training and a renewed work culture (Sarjito et al., 2024).

The implementation of autogate machines aims to improve the effectiveness and efficiency of immigration services by providing self-checks for Indonesian citizens and certain foreign nationals. This policy reduces queues and improves data accuracy through immigration database integration and is part of the bureaucratic reform agenda (Directorate General of Immigration, 2023). However, the implementation of autogates faces challenges such as infrastructure readiness, officer competence, user understanding, and system integration, which are critical success factors. Not all categories of travelers can use autogates, especially those with document constraints or legal cases requiring manual checks (Sulaiman, 2025).

Weaknesses of autogates include their limited ability to detect non-documentary aspects, such as passengers under surveillance who are not yet recorded in real time. The system operates solely on biometric data and recorded information, unlike manual checks, which allow for broader verification and behavioral assessment. Autogates are not yet capable of behavioral checking to identify suspicious behavior, disguise patterns, or high-risk individuals such as drug couriers and human traffickers. Human officers are superior at reading body language and facial expressions.

Challenges to implementing autogates include technological and infrastructure readiness, human resource competency, public acceptance, and data security and privacy, which must be

strictly maintained. Another limitation is that they are only applicable to Indonesian citizens and foreign nationals with electronic passports and complete biometrics, so new users or those from countries without data cooperation still have to undergo manual checks. Technically, the system is prone to problems such as fingerprint or facial recognition errors that require officer intervention, making the reliance on human resources not entirely eliminated. Excessive reliance on autogates can diminish the long-term analytical capabilities of manual officers, even though immigration control functions also serve as an intelligence and national security aspect. Therefore, autogates must be combined with manual checks and smart surveillance as a safe and accurate hybrid checking method.

At I Gusti Ngurah Rai International Airport, autogates expedite service and reduce the burden on officers. However, the effectiveness of oversight and security remains questionable, as the focus on administration and digital technology has not completely replaced human analysis.

Evaluation of the autogate policy is crucial for measuring success in improving the quality of public services without compromising immigration control. It also identifies weaknesses such as limited screening of surveillance subjects, biometric technical failures, and data gaps between agencies. Ngurah Rai Airport, as Indonesia's main gateway, particularly to Bali, faces high international passenger traffic. The Class I Special Immigration Office (TPI) at Ngurah Rai plays a strategic role in ensuring smooth, secure, and comfortable checkpoints through autogate innovations aligned with good governance principles such as efficiency and transparency.

Although autogates improve time efficiency, administrative and technical challenges remain, such as limitations on biometric data and certain visa statuses, uneven technical readiness of officers, and inadequate outreach to users, particularly foreign tourists (Kusuma, 2025). In public administration, autogates reflect the shift toward e-government services. Therefore, a comprehensive assessment of autogate service quality, encompassing aspects of speed, accuracy, accessibility, user satisfaction, and system reliability, is crucial for evaluation and policy update recommendations (Gibson, Ivancevich, Donnelly, 1996; Parasuraman, Zeithaml, Berry, 1988).

Despite these shortcomings, autogates offer opportunities for future service quality improvement by automating routine processes, freeing up human resources to focus on manual interventions. This research is crucial for evaluating the impact of the autogate policy on the quality of public services at the Ngurah Rai Class I Special Immigration Office (TPI Ngurah Rai), providing evidence-based recommendations for improving regulations and user experience.

This evaluation supports Indonesia's bureaucratic reform agenda, which demands innovative, efficient, and accountable public services. It also addresses crucial questions about the effectiveness of autogates in expediting service delivery without compromising security standards and public satisfaction. An analytical approach to autogates is expected to strengthen modern public service management, enrich bureaucratic innovation, and promote quality services oriented toward public satisfaction and government efficiency. This research is relevant for understanding the implementation, challenges, and impacts of autogates, providing the basis for future immigration service policies that are fast, accurate, and user-friendly.

The research questions addressed in this paper are:

- 1) How is the implementation of the autogate policy at I Gusti Ngurah Rai Airport for immigration services?

- 2) To what extent are autogates effective in improving the quality of public services at the Class I Immigration Office (TPI) at I Gusti Ngurah Rai Airport?
- 3) What are the supporting and inhibiting factors in implementing the autogate policy at I Gusti Ngurah Rai Airport?

B. LITERATURE REVIEW

Public Service Concept

Public service is a form of activity carried out by the government and related institutions to meet the needs of the community. The quality of public service can be measured by aspects of speed, accuracy, convenience, and user satisfaction (Widanti, 2022).

In the context of airports, public service plays a strategic role because it directly impacts the experience of air transportation users. Good service can enhance the institution's image and strengthen trust among the public and international tourists (Firmansyah, 2024).

Technology in Immigration Services

The use of technology in immigration services is one innovation to increase efficiency and effectiveness. The presence of technology can reduce reliance on time-consuming manual processes and minimize human error (Darmaputra & Prabawati, 2025).

Autogate is a form of modern technology that enables automated immigration checks. This system allows passenger entry and exit to be faster, safer, and in accordance with applicable regulatory standards (Yohana, 2025).

Autogate System at Airport

Autogates are designed to simplify the immigration process for passengers through passport scanners and biometric data. This system shortens the long queues often encountered during peak hours at international airports (Fatharani et al., 2021).

In addition to time efficiency, autogate systems also enhance security through the use of facial or fingerprint recognition technology. This balances the importance of excellent service and the obligation to maintain national sovereignty through passenger traffic control (Pratama & Jamil, 2023).

Quality of Immigration Services

The quality of immigration services is measured not only by speed, but also by the convenience and legal certainty provided to users. Officers still play a crucial role in providing guidance and assisting passengers experiencing difficulties using autogates (Wulandari, 2023).

With autogates, immigration services are expected to maintain professional service standards. This innovation also supports the government's efforts to create modern, transparent, and customer-focused public services (Hanan et al., 2025).

C. RESEARCH METHODOLOGY

In this research, a qualitative approach was chosen because it allows researchers to comprehensively explore the implementation process of the autogate policy, including supporting factors, obstacles, and its impact on the quality of public services (Jailani, 2023). This research is a case study at Ngurah Rai Airport using a descriptive qualitative approach. Through an inductive and interactive analysis process, it is hoped that a contextual and theoretical understanding of the phenomenon under study will emerge.

Data were obtained through literature review and limited interviews with legal practitioners, government officials, and industry players in the IT sector. The collected data were analyzed qualitatively to evaluate the alignment between legal norms and investment

practices in the field, as well as the extent to which the national legal system is able to respond to the dynamics of globalization in the technology sector.

D. RESULT AND DISCUSSION

Implementation of the policy of using autogate machines at I Gusti Ngurah Rai Airport in immigration services

The implementation of the autogate system at I Gusti Ngurah Rai Airport is being carried out in stages and on a large scale to support smooth, more efficient and modern immigration services. By October 2024, 90 autogates will be officially operational, with 60 in the arrivals terminal and 30 in the international departures terminal. This addition speeds up the immigration clearance process from 45 seconds to one minute manually to just 15-25 seconds per person using the autogates.

The technology used in the autogates combines facial recognition capabilities and a Border Control Management (BCM) system. This combination enables automated biometric verification and integration with electronic visa data, allowing Indonesian citizens (WNI) and foreign nationals (WNA) holding electronic visas or visas on arrival (VoA) to use these services more conveniently and quickly.

The autogate service not only expedites the inspection process but also supports an integrated and seamless visa ecosystem. The online electronic visa application process is directly connected to the autogate system, allowing travelers to arrive at the airport without long queues and reducing face-to-face interaction with officers, improving both security and user convenience.

This policy has also expanded its reach to younger age groups. Initially, autogates were only available to travelers aged 14 and over, but now the service is accessible to children aged 6 and above, who previously had to go through manual screening. However, some categories of travelers, such as wheelchair users and foreign nationals with ordinary passports from certain countries, still have to go through manual screening due to technical limitations of the autogate.

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In addition to passenger immigration services, the Ngurah Rai Customs and Excise Office has also implemented an autogate system for the export and import of goods, using barcode technology to expedite services and minimize manual interaction, thus supporting the acceleration of the National Logistics Ecosystem at the airport. This demonstrates the implementation of autogates not only in immigration but also in logistics.

The increasingly widespread and sophisticated use of autogates at I Gusti Ngurah Rai Airport underscores the digital transformation of Indonesian immigration procedures. The number of autogate users for foreign nationals continues to rise, reaching approximately 67 percent of the total number of foreign nationals passing through by 2024, with a target

increase of 70-80 percent, demonstrating the policy's success in optimizing immigration services at the airport.

In conclusion, the policy of using autogate machines at I Gusti Ngurah Rai Airport is a strategic innovation that integrates biometric technology and an electronic visa system to speed up, simplify, and strengthen immigration security. This implementation demonstrates the crucial role of technological advancements in improving the quality of public services in the international airport sector to world-class standards.

The efficiency of the autogate machine in improving the quality of public services at the Class I Special Immigration Office TPI (Immigration Checkpoint) at I Gusti Ngurah Rai Airport

The efficiency of autogates in improving the quality of public services at the Class I Immigration Office (TPI) at I Gusti Ngurah Rai Airport is significant, particularly in speeding up the immigration inspection process and reducing queues.

The autogates at Ngurah Rai International Airport can automatically complete citizenship document checks in 15 to 20 seconds per person. In fact, some sources say the time required is only 15-25 seconds per person. This speed is far more efficient than manual checks, directly reducing waiting times for travelers and minimizing long lines at immigration checkpoints.

The Directorate General of Immigration at the Ministry of Law and Human Rights has operated 90 autogates at Ngurah Rai International Airport. Of these, 60 are located in the international arrivals area and 30 in the international departures area. This increase was made in light of the high number of international tourists entering Bali, with an average of 18,000-21,000 arrivals per day.

The autogate system combines facial recognition technology and integrated border management. The inspection process involves scanning passports, matching biometric data using an electronic chip, and checking through immigration and Interpol databases. This technology ensures passport validity and the identity of travelers without requiring prolonged direct interaction with officers.

The implementation of autogates supports a more seamless immigration service ecosystem, from online visa applications to airport security. It also assists immigration officers in monitoring and minimizing human error. Furthermore, autogates can detect the identity and authenticity of travel documents and automatically prevent access for those on the travel ban list.

Initially, the autogate system in Indonesia was only available to Indonesian citizens with electronic passports, but has now been expanded to include regular passport holders. Since a limited trial in 2018 for IMF-World Bank delegates, the system has served thousands of people. Efforts are underway to allow children as young as six to use the autogate, as has been implemented in Singapore.

The main benefits of autogates include improving the quality of public services, simplifying the immigration inspection process, building an accountability system within the Directorate General of Immigration, and minimizing officer-public interaction. This technology also helps reduce the burden caused by high passenger volumes, making the inspection process faster and more practical. With autogates at departure points, travelers also find it easier to depart Indonesia.

While autogates are very helpful, it's important to note that their use still requires several steps: passport scanning, fingerprint capture, and facial biometrics. Electronic passport users do not need to re-register, but non-electronic passport users still do. Digital innovations like autogates are key to improving the efficiency of immigration services, especially with the

volume of travelers entering and leaving Indonesia expected to exceed 20 million people in the first half of 2024.

The efficiency of the autogate machine in improving the quality of public services at the Class I Immigration Office, Special TPI (Immigration Checkpoint) at I Gusti Ngurah Rai Airport.

The implementation of the autogate system at I Gusti Ngurah Rai Airport is supported by several factors that make the immigration process faster, more convenient, and more efficient. First, the technology adopted, namely facial recognition and Border Control Management (BCM), allows the inspection process to take only 15 to 25 seconds per person, significantly shorter than manual inspections, which can take tens of minutes. This significantly supports the smooth flow of international passengers, which can reach 18,000 to 21,000 people daily in a single terminal.

This convenience is also achieved because the autogate application can be used not only by Indonesian citizens (WNI) but also by foreign nationals (WNA) holding electronic visas, e-VoA, eVisa, and is now also being extended to holders of temporary stay permits (ITAS) and permanent stay permits (ITAP). The integration of the visa and stay permit system with autogate accelerates immigration services and provides a more streamlined and effective user experience.

Government support through the Directorate General of Immigration is also significant in the operation and continued expansion of autogate units. In early 2024, there were 30 autogate units, with the number increasing to 90 by the end of the year, spread across international arrival and departure terminals. This effort is also based on a commitment to continuously improving digital-based services to encourage tourism, economic growth, and national development.

In addition to time savings, autogates simplify security management at airports. The integrated facial recognition system can instantly check whether a traveler is on Interpol's blacklist or red notice, ensuring only safe and verified travelers can pass through unhindered. This implementation maintains security while not reducing the speed of the immigration inspection process.

The presence of autogates also supports increased immigration service capacity. With 90 units operational, more than 120 people can be screened simultaneously in one minute. This is crucial considering the high number of international arrivals and departures in Bali, which reaches millions of people annually. Consequently, queues and congestion at immigration counters can be minimized, improving passenger comfort.

However, this policy also faces several challenges. The most important obstacle is the readiness of technology and infrastructure, which must be maintained to ensure the autogate system runs smoothly without technical disruptions. Downtime or system errors can lead to long queues and passenger inconvenience. Therefore, regular maintenance and updates of autogate technology are essential.

Furthermore, user trust in the automated system is a factor that must be continuously built. Especially for foreign nationals unfamiliar with using autogates, initial outreach and assistance are necessary to ensure they feel comfortable and are able to utilize the facility effectively.

Equally important, this policy must also address the security of personal data captured by the biometric system. Data protection and privacy must be guaranteed to prevent misuse, thereby maintaining public trust in the digital immigration system.

Cultural factors and user preferences for manual services also present challenges to autogate implementation. Some passengers may still feel safer and more trusting of manual

checks by officers, thus refusing to fully adopt the automated system. An effective educational approach is needed to change this habit.

E. CONCLUSION

The implementation of autogates at I Gusti Ngurah Rai Airport significantly accelerated the immigration clearance process, from 45 seconds to a minute manually to just 15-25 seconds per passer. With 90 autogates spread across the international arrivals and departures terminals, the service can simultaneously handle over 120 people per minute, reducing long queues and improving the comfort of airport users.

The use of facial recognition technology and Border Control Management (BCM) enables automated biometric checks integrated with electronic visa, e-VoA, and stay permit data. The system is also connected to the Interpol database and the blacklist, ensuring national security without sacrificing speed. Autogate supports an integrated immigration ecosystem, from online visa applications to airport clearance, streamlining the process and minimizing direct contact with immigration officers.

The autogate policy has now been expanded to accommodate users aged 6 and above, as well as foreign nationals holding electronic passports and electronic visas. However, some groups, such as wheelchair users and foreign nationals from certain countries, still have to go through the manual process due to technical limitations. Other challenges include maintaining infrastructure readiness to prevent system disruptions and building trust, especially with foreign users unfamiliar with this technology. Personal data protection is also a key concern to safeguard user privacy.

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