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ARTICLE

IMPLEMENTATION OF EXCELLENT SERVICE IN PASSPORT APPLICATIONS FOR INDONESIAN MIGRANT WORKERS (PMI) THROUGH ONE-STOP INTEGRATED SERVICES (LTSA) AT THE UPT P2TK OFFICE OF THE EAST JAVA PROVINCIAL DEPARTMENT OF MANPOWER AND TRANSMIGRATION

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Abstract

One-Stop Integrated Service (LTSA) is an innovation launched by the Manpower and Transmigration Office of East Java Province in an effort to realize excellent service. Service can be called excellent if it can meet the needs of the community and provide satisfaction of service to the community. UPT P2TK of the Manpower and Transmigration Office of East Java Province is one of the public service institutions that implements One-Stop Integrated Service (LTSA) as an effort to provide excellent service to the community, especially for people who register as Indonesian migrant workers. This study aims to determine how to implement excellent service in the issuance of Indonesian migrant worker passports. The indicators used in this study are based on the theory of excellent service which includes ability, attitude, appearance, attention, action, and responsibility. The method used is a qualitative method with a descriptive approach. The results of the study showed that employees of UPT P2TK of the Manpower and Transmigration Office of East Java Province have provided satisfactory service to the community. Each indicator shows good results, so that the process of issuing Indonesian migrant worker passports is considered to have run optimally. This means that employees at UPT P2TK have implemented excellent service. However, efforts to improve and maintain consistency need to be continuously made so that the quality of service can continue to be improved in the future.

Keywords: LTSA, PMI Passport, Innovation, Excellent Service

A. INTRODUCTION

The public service sector has a wide reach. This service is not limited to direct interaction between the government as the service provider and the community as the recipient, but also includes efforts to meet the needs and expectations of the public. However, in practice, there are still criticisms from the public regarding the services provided, both by the regional and central governments (Maulidinah, 2014). One of the government's duties is to create effective public services as a form of dedication to society. According to Law Number 25 of 2009, Public Service is defined as a series of activities aimed at meeting the

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service needs in accordance with applicable regulations. Public service providers include agencies, independent institutions, and other legal entities established to provide services to the public (Ronaldo et al., 2020).

The government needs to provide excellent services that cover all the needs of citizens who are going to work abroad, by presenting an integrated service system in one location. This aims to simplify the preparation process for prospective Indonesian Migrant Workers (PMI). The quality of public service can be assessed by how well the service meets the needs of most people, supported by clear requirements, sufficient resources, and affordable costs. The government's success in providing services to the public can be measured through indicators such as ease, affordability, speed, and friendliness in service, which ultimately aims to achieve the expected level of public satisfaction (Denny et al., 2024).

The government continues to strive to reduce the number of illegal migrant workers in Indonesia. One of the steps taken is the establishment of the One-Stop Integrated Service (LTSA). LTSA acts as a facility that provides placement and protection services for workers in Indonesia to meet the needs of the community. The central government, regional governments, and district/city governments are required to provide fast, affordable, easily accessible, transparent services to migrant workers, in accordance with the authority regulated in Law Number 23 of 2014 concerning Regional Government. The One-Stop Integrated Service (LTSA) aims to create effectiveness in the implementation of placement and protection services for migrant workers (Windi Afdal, 2020).

The goal of public service is to improve the quality of service to the public, as regulated in Law Number 25 of 2009 concerning Public Service. Efforts to improve services in the government sector are expected to protect and prioritize the needs of society, especially in providing public service facilities for those wishing to work abroad. This forms the basis for providing public services through the implementation of one-stop integrated services (LTSA), particularly in the Technical Implementation Unit for Labor Service and Protection (UPT P2TK) of the East Java Provincial Manpower and Transmigration Office (Nuraeni & Yuliastuti, 2019).

In 2023, East Java Province ranked first as the province with the largest number of Indonesian Migrant Workers (PMI) in Indonesia. This can be seen in the following table:

Table 1. The number of Indonesian Migrant Workers (PMI) in Indonesia

Province	**Number**
East Java	68.069
Central Java	59.009
West Java	52.961
West Nusa Tenggara	33.949
Lampung	21.539

Source: (BP2MI Statistics Report on Placement and Protection of Indonesian Migrant Workers for the 2023 Period)

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From the table above, it can be said that East Java Province has a very high number of Indonesian Migrant Workers (PMI). The UPT P2TK of the East Java Provincial Manpower and Transmigration Office is the agency responsible for issuing passports for Indonesian Migrant Workers (PMI). Below is more detailed data related to the passport applications for Indonesian Migrant Workers (PMI) in East Java Province.

Table 2. The number of Indonesian Migrant Worker (PMI) passport issuances in East Java in 2023.

Month	Number
January	423
February	309
March	61
April	109
May	32
Juny	415
July	110
August	502
September	540
October	519
November	463
December	336

Source: (Annual Report of UPT P2TK Disnakertrans East Java, 2023)

Table 3. Number of Indonesian Migrant Worker (PMI) Passport Issuances in East Java in 2024

Month	Number
January	368
February	389
March	465
April	202
May	304
Juny	286

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July	442
August	316
September	342
October	329
November	327

Source: (Annual Report of UPT P2TK Disnakertrans East Java, 2024)

Based on the data, the issuance of passports for Indonesian Migrant Workers (PMI) in 2024 has increased. From the observations made, a problem found at the UPT P2TK Office of the Department of Manpower and Transmigration of East Java Province is that some prospective Indonesian Migrant Workers did not complete the required documents or did not bring copies of the documents. Additionally, the facilities supporting the passport processing, such as the Virtual Private Network (VPN), sometimes experience disruptions, which hinder the passport processing.

In light of these issues, the government must develop innovations that can simplify document processing. In this rapidly growing digital era, service providers are required to adapt and utilize available technology. Innovations in public services play a crucial role in meeting the needs of the public while encouraging the government to provide quality services that meet the expectations of society.

To improve the quality of public services, which impacts public trust in the government, Minister of Manpower Regulation Number 5 of 2017 was issued. This regulation contains guidelines for preparing Standard Operating Procedures for Government Administration in the Ministry of Manpower, which serve as the basis for implementing Integrated One-Stop Service (LTSA) in various regions. The Integrated One-Stop Service (LTSA) at the UPT P2TK Office of the Department of Manpower and Transmigration of East Java Province has 7 service counters, namely: Counter 1: DISNAKERTRANS for passport recommendations for PMI, legalization of placement agreements, PMI status removal, PMI data editing, PMI complaints, and work information. Counter 2: UPT BP2MI Surabaya for document verification services, OPP implementation & issuance of E-KTLN, Re-Entry, individual services. Counter 3: Population services for E-KTP verification, Family Card verification, Birth Certificate verification. Counter 4: Health and psychology services for Medical Checkup (MCU) and psychology services. Counter 5: Polda for SKCK issuance services. Counter 6: BPJS Employment for social security services for PMI. Counter 7: Immigration services.

The implementation of Integrated One-Stop Service (LTSA) at UPT P2TK Department of Manpower and Transmigration of East Java Province is related to the activities of organizing placement and protection for Indonesian Migrant Workers (PMI). The administrative process starts from the registration stage to the placement of migrant workers in their destination countries, carried out integrally in one place. With the application of information technology-based administration, data only needs to be entered once, allowing the administrative process to be more optimal. The presence of Integrated One-Stop Service (LTSA) is a step taken by the government to improve the governance of services in the

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placement and protection of Indonesian Migrant Workers (PMI) abroad, in accordance with Law Number 18 of 2017 on the Protection of Indonesian Migrant Workers. This service is designed to simplify and accelerate the entire process. The implementation of the integrated one-stop service in the program for the placement and protection of migrant workers abroad is a concrete step by the government in preparing prospective PMIs and is an effort to reduce the risk of exploitation by irresponsible parties that could harm PMIs. (Yuliana M. Yusuf et al., 2021)

B. LITERATURE REVIEW

The Department of Manpower and Transmigration (Disnakertrans)

The Department of Manpower and Transmigration (Disnakertrans) is a regional government agency responsible for managing labor and transmigration affairs within a specific area**.** This department serves to assist local governments in regulating and implementing policies related to labor, including providing job opportunities, training, and supervising working conditions. The Department of Manpower and Transmigration has several key tasks, including formulating labor and transmigration policies, providing public services for job seekers, and organizing training programs to enhance skills (Haifa & Hikmah, 2024).

Disnakertrans has several key performance indicators (KPI) and key performance metrics (KPM), including the following:

Key Performance Metric (IKU):

1. Number of Workers Placed: Measures how many workers have been successfully placed in various sectors.
2. Number of Workers Trained: Assesses the number of individuals who participated in training programs to improve their skills.
3. Number of Job Seekers Placed: Counts how many job seekers have successfully secured employment.
4. Number of Job Seekers Registered: Records the number of individuals officially registered as job seekers in the system.
5. Percentage of Labor Disputes Resolved: Measures the effectiveness in resolving labor issues, such as disputes between workers and employers.

Key Performance Indicators (KPI)

1. Percentage of Registered Job Seekers Placed: The ratio of registered job seekers who have been successfully placed in employment.
2. Percentage of Workers with Competency Certification: Measures the proportion of workers who have official competency certification.
3. Number of Job Vacancies Available: Records the number of job openings in the labor market.
4. Percentage of Unemployed Individuals Trained: Assesses the extent to which unemployed individuals receive training to improve their job prospects.

Migrant Workers

Migrant workers are individuals who move from their home country to work in another country with the goal of earning income. This term refers to citizens who migrate to seek employment opportunities and receive wages for work performed outside their home country.

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According to Law No. 18 of 2017 on the Protection of Indonesian Migrant Workers, Indonesian migrant workers (PMI) are Indonesian citizens who are about to, currently, or have already worked and received wages outside the territory of the Republic of Indonesia. Migrant workers can be divided into two categories: external migrant workers who work abroad, often referred to as Indonesian migrant workers (TKI), and internal migrant workers who move within the country to find employment (Solechan et al., 2020). The indicators for migrant workers include:

1. Placement of migrant workers
2. Protection of migrant workers
3. Empowerment of post-placement migrant workers
4. Prevention of non-procedural migrant workers
5. Return facilities for migrant workers

C. RESEARCH METHODOLOGY

The method used in this study employs a qualitative approach with a descriptive research type. This research refers to the public service theory proposed by Barata (2003), which consists of 6 indicators: ability, attitude, action, appearance, attention, and accountability (Masyi'ah & Yulian Sembiring, 2023). The aim of this study is to analyze and describe the implementation of excellent service in the passport application process for Indonesian Migrant Workers (PMI) through the One-Stop Integrated Service (LTSA) at the UPT P2TK of the Department of Labor and Transmigration of East Java Province. The research location is at the UPT P2TK of the Department of Labor and Transmigration of East Java Province. The data sources for this research are obtained from both primary and secondary data sources. Primary sources include observations, interviews, and documentation. Observation is done by directly observing and recording the events or conditions in the field. Data collection uses purposive sampling technique through interviews, selecting subjects based on the focus of the research. Documentation is carried out by taking pictures during the research process, serving as one of the data collection techniques. Additionally, secondary sources are obtained from various journal references and books. The information gathered from this research includes the Head of the Preparation and Placement Division, employees, and staff.

D. RESULTS AND DISCUSSION

The results of the study on the Implementation of Excellent Service in the Application for Indonesian Migrant Workers (PMI) Passports Through One-Stop Integrated Services (LTSA) at the UPT P2TK of the Department of Labor and Transmigration of East Java Province were analyzed using the concept of excellent service according to Barata (2003), which is based on 6 "A" elements as an effort to fulfill excellent service as follows: Ability, Attitude, Action, Appearance, Attention, and Accountability. (Masyi'ah & Yulian Sembiring, 2023)

Ability

Ability refers to the service provider's competence in performing various tasks to ensure the best quality in delivering services. This is reflected through the expertise and skills relevant to the task field, the emergence of creativity and ideas in solving problems while providing service, as well as the ability of service officers to communicate and adjust according to customer needs.

Based on the findings, the passport application service at the UPT P2TK of the Department of Labor and Transmigration of East Java Province consistently strives to provide excellent service to its

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customers. This is evident in the efforts made by the UPT P2TK to provide training to its staff, ensuring that they are competent and skilled in their respective fields. From the observations, it is known that some passport application services are carried out online and others offline. The staff aims to complete the Indonesian Migrant Workers (PMI) passports within 7 working days. However, the UPT P2TK cannot guarantee that the process will always be completed on time due to occasional disruptions or errors with the verification website used. The UPT P2TK staff also maintains excellent communication, not only within the internal environment but also with customers and other agencies.

This study aligns with the "Ability" indicator according to Barata (2003), which includes the ability to provide services to the public quickly and accurately. This shows that the staff of the UPT P2TK of the Department of Labor and Transmigration of East Java Province has good capabilities in providing service, as evidenced by providing clear information to the public, quick responses, and high accuracy in handling Indonesian Migrant Workers (PMI) passport applications through One-Stop Integrated Services (LTSA).

Attitude

Attitude in excellent service refers to the good behavior that must be displayed when interacting with customers. Several attitudes that support excellent service include friendliness, empathy, and a strong sense of responsibility to maintain reputation and dignity. Friendly service from staff provides positive feedback on the quality of service provided. The staff at the UPT P2TK of the Department of Labor and Transmigration of East Java Province is expected to respond well to every public complaint and improve the services provided. Additionally, the officers have also applied the 5S principle (Smile, Greet, Say Hello, Be Polite, Be Courteous) in their service.

Based on the findings, this study aligns with the attitude indicator according to Barata (2003), which states that employees must show politeness and friendliness when interacting with customers. This indicates that the staff at the UPT P2TK of the Department of Labor and Transmigration of East Java Province has good skills in providing service, by providing clear information, responding quickly, and showing high accuracy in handling Indonesian Migrant Workers (PMI) passport applications through One-Stop Integrated Services (LTSA). This can be seen from the staff's attitude, who always begin their service with a smile, a greeting, and a salutation. When solving problems, the staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province consistently strives to handle issues promptly and efficiently. Furthermore, the staff ensures by asking if there is anything else they can assist with, in accordance with the applicable rules and regulations. This action is taken to ensure that clients leave the agency with their issues resolved and without any remaining obstacles.

Action

Action refers to the concrete activities involved in providing excellent service to customers. These activities include recording customer needs, confirming those needs, and ensuring the safety and comfort of customers throughout the service process. Action refers to the staff's ability to provide service fairly to the public without categorizing their social status. When employees effectively address customer needs, the public will assess that the service provided is of exceptional quality.

Based on the findings, this study aligns with the action indicator according to Barata (2003), which states that the behavior of staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province has been in line with the appropriate actions in service, such as confirming customer needs when they come to the agency, fulfilling those needs

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quickly and accurately, and expressing gratitude as a form of appreciation. Furthermore, if there is something urgent, the staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province will be more efficient in providing the service.

Appearance

Appearance encompasses everything that is presented, both physically and non-physically, to reflect the confidence and integrity of an organization in front of customers or other parties. A convincing appearance from employees can influence the level of confidence and loyalty toward the services provided. This is because an attractive and well-maintained appearance helps to establish the employee's identity and becomes a representation of the organization.

Based on the findings, the appearance of the staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province is determined by the center, which includes the khaki PDH (official shirt), white shirt, black pants, batik, and sportswear with the UPT P2TK logo. However, the assessment is not only based on physical appearance; non-physical appearance also plays a role in the evaluation of excellent service implementation. The staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province demonstrates non-physical appearance through pleasant behavior, friendliness towards every customer, intelligence in carrying out tasks, good speaking skills, and gestures that are always polite. In addition, the staff is humble and consistently smiles during every service provided to customers.

Attention

Attention refers to all forms of care towards customers carried out professionally, including the ability to evaluate, understand, and witness customer needs, as well as provide attentive service in line with the needs provided by an organization. Attention is the manifestation of care for customers, relating to their desires and needs, as well as the ability to accept and understand any suggestions or criticisms conveyed.

This is evidenced by the service provided to passport applicants for Indonesian Migrant Workers (PMI) through the Integrated One-Stop Service (LTSA), which requires documents such as photocopies of Family Cards (KK), ID cards (KTP), birth certificates, and diplomas. However, the researcher found that some users only brought the original KK, KTP, birth certificate, and diploma but had not photocopied them. With the attention of the staff, the need for photocopying the KK, KTP, birth certificate, and diploma is provided free of charge. This certainly simplifies and shortens the process for service users and helps improve the reputation of the agency. Additionally, UPT P2TK of the Department of Labor and Transmigration of East Java Province provides a comfortable waiting room with fully functioning air conditioning, creating a cool and pleasant atmosphere for visitors. The neat layout and cleanliness of the waiting area also contribute to the comfort of the public waiting for services.

Based on the findings, this research aligns with Barata's (2003) indicator of attention, which requires channels to convey aspirations through feedback and suggestions. This shows that the attention given by the staff handling the passport services for Indonesian Migrant Workers (PMI) at UPT P2TK of the Department of Labor and Transmigration of East Java Province is quite good, as they show high attention to customers processing their documents,

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providing relevant, accurate, and clear information to the public, making it easier for them to understand the procedures and services provided. Information is delivered transparently through various media, both directly and via notice boards, ensuring that each individual can access the information easily and without confusion.

Responsibility

Responsibility is an attitude that shows support for customers as a form of care to prevent potential losses that customers might experience. Public service providers have an obligation to provide adequate facilities and infrastructure to support and ensure the achievement of quality service. These facilities and infrastructure include physical buildings, supporting service equipment, tools used, and the spatial arrangement designed to streamline the service process. (Putri & Meirinawati, 2023)

Based on the findings, it can be concluded that the facilities and infrastructure at UPT P2TK of the Department of Labor and Transmigration of East Java Province are very adequate, as they prioritize the comfort of visitors and demonstrate a full commitment to providing services to the public. This is reflected in the existence of a waiting room equipped with air conditioning, sufficient seating, as well as facilities like printers and computers. Based on this explanation, this research aligns with the indicator of responsibility, which emphasizes that the responsibility of employees in providing services to the public is to comply with applicable regulations. Therefore, the staff at UPT P2TK of the Department of Labor and Transmigration of East Java Province have successfully addressed community issues and complaints by providing good service, supported by adequate facilities.

E. CONCLUSION

Based on the results of the research above, it can be concluded that the passport application service for Indonesian Migrant Workers (PMI) through the One-Stop Integrated Service (LTSA) provided by employees at UPT P2TK of the Department of Labor and Transmigration of East Java Province has effectively implemented the indicators of excellent service. This is because the staff has demonstrated proper attitudes and abilities in serving customers with courtesy and efficiency. The appearance of the employees is also rated positively as they have adhered to the agency's guidelines. Furthermore, the responsibility as service providers has been given to the public by prioritizing the comfort of service users and ensuring full accountability in providing services. The available facilities and infrastructure are also sufficient. Therefore, it can be said that the service provided for the processing of Indonesian Migrant Worker (PMI) passports at UPT P2TK of the Department of Labor and Transmigration of East Java Province can be considered to apply excellent service, as the employees have followed the procedures and regulations accordingly.

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