

**UPAYA KERJASAMA INDONESIA MALAYSIA: STUDI KASUS  
OPTIMALISASI TEKNOLOGI PEMBUATAN PASPOR DAN VISA  
DIKANTOR IMIGRASI KELAS I TANJUNGPINANG**

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**ABSTRAK**

Penelitian ini membahas upaya kerja sama Indonesia–Malaysia dalam optimalisasi teknologi pada pelayanan paspor dan visa, dengan studi kasus di Kantor Imigrasi Kelas I Tanjungpinang. Latar belakang penelitian ini didasari oleh pentingnya penguatan layanan keimigrasian di wilayah perbatasan yang strategis, serta tuntutan era digital dalam meningkatkan efisiensi dan keamanan layanan publik. Penelitian ini bertujuan untuk menganalisis implementasi teknologi keimigrasian, dampaknya terhadap kepuasan masyarakat, serta relevansi kerja sama digital dengan negara mitra, khususnya Malaysia. Metode yang digunakan adalah pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Hasil penelitian menunjukkan bahwa penerapan sistem digital seperti SIMKIM dan Molina telah memberikan dampak positif terhadap efisiensi pelayanan dan kepuasan masyarakat. Meskipun demikian, terdapat kendala teknis seperti gangguan sistem dan koneksi yang belum stabil. Dalam konteks kerja sama bilateral, meskipun belum ada MoU khusus terkait integrasi sistem digital, forum-forum seperti *Joint Commission for Bilateral Cooperation (JCBC)* telah menjadi ruang koordinasi penting antara Indonesia dan Malaysia. Inisiatif Malaysia dalam program *Malaysia Digital Arrival Card (MDAC)* dan *CIQ IMT-GT* menunjukkan arah kebijakan yang selaras dengan digitalisasi keimigrasian Indonesia. Penelitian ini menyimpulkan bahwa kerja sama digital dan optimalisasi teknologi merupakan langkah strategis dalam memperkuat sistem keimigrasian di wilayah perbatasan, serta mewujudkan pelayanan publik yang modern, aman, dan responsif.

Kata Kunci: Teknologi Keimigrasian, Paspor, Visa.

**INDONESIA-MALAYSIA COOPERATION EFFORTS: A CASE STUDY OF  
OPTIMIZATION OF PASSPORT AND VISA ISSUANCE TECHNOLOGY AT  
THE CLASS I IMMIGRATION OFFICE IN TANJUNGPINANG**

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**ABSTRACT**

*This research explores the bilateral cooperation between Indonesia and Malaysia in optimizing technology for passport and visa services, with a case study at the Class I Immigration Office in Tanjungpinang. The study is based on the growing urgency to improve immigration services in strategic border areas and the demands of the digital era to enhance efficiency and security in public service delivery. The objective is to analyze the implementation of immigration-related digital technologies, assess their impact on public satisfaction, and evaluate the relevance of digital cooperation with Malaysia as a neighboring country. This study employs a descriptive qualitative method with data collected through interviews, observations, and document analysis. The findings indicate that the application of digital systems such as SIMKIM and Molina has significantly improved service speed and public satisfaction. However, several technical challenges remain, particularly system disruptions and unstable internet connectivity. In the context of bilateral cooperation, while no specific memorandum of understanding (MoU) on digital integration currently exists, platforms like the Joint Commission for Bilateral Cooperation (JCBC) serve as critical forums for coordination. Malaysia's initiatives—such as the Malaysia Digital Arrival Card (MDAC) and the CIQ framework under IMT-GT—demonstrate alignment with Indonesia's efforts to digitalize immigration services. In conclusion, digital cooperation and technological optimization are strategic steps toward strengthening Indonesia's immigration system in border areas and realizing modern, secure, and responsive public services.*

*Keywords: Immigration Technology, Passports, Visa.*