

Implementation of Information Technology in Passport Issuance Services in Good Governance Perspective

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Abstract. *This study analyzes the implementation of information technology in passport issuance services as a manifestation of the application of good governance principles. The study uses a qualitative approach with descriptive-analytical specifications. Data collection was conducted through interviews, observation, and documentation, while data analysis was conducted thematically. The results of the study indicate that the application of information technology through the M-Passport application and other digital services has increased the efficiency, transparency, and accountability of public services in the immigration sector. However, specific obstacles still encountered in the form of low digital literacy. This study concludes that the application of information technology in passport issuance services contributes positively to the implementation of good governance principles, particularly in terms of effectiveness, transparency, and accountability of public services.*

Keywords: *Governance; Information; Public; Services; Technology.*

1. Introduction

The development of information technology has brought significant changes to the public service system, including immigration services. The digitalization of public services is a crucial pillar in realizing good governance because it supports service efficiency and transparency.

It is believed that digitalization of public services can strengthen the principles *good governance* because it provides higher transparency and accountability. However, previous research highlights that the success of IT implementation is determined not only by digital infrastructure, but also by human resource readiness, organizational culture, and regulatory support.

Several studies have found that the success of implementing information

technology in the public sector is highly dependent on the synergy between bureaucratic readiness and acceptance by the user community. In the context of immigration, shifting systems toward digital services requires robust institutional adaptation to ensure the public truly feels the benefits of technology.

The public can access information related to passport issuance through various digital media channels. The passport issuance process is also conducted through the M- Passport application. *M-Passport* This is a strategic step by the government to improve the effectiveness of passport services. However, there are still obstacles in the form of limited digital literacy.

Principle *good governance* demanding transparent, accountable, participatory and efficient public services⁵To achieve this, a digital transformation is needed that is not only based on technology but also on public service values oriented towards public satisfaction.

Based on this description, this study aims to analyze the implementation of information technology in passport issuance services from a business perspective. *good governance*.

2. Research Methods

This research employed a qualitative approach with descriptive-analytical specifications. Data were obtained through in-depth interviews with immigration officers and passport service users, field observations of the digital service process, and documentation related to the M- Passport system and its underlying policies. Data analysis was conducted thematically through three stages: data reduction, data presentation, and conclusion drawing.

3. Results and Discussion

Current political and governmental issues fundamentally demand the implementation of good, clean governance that is free from corruption, collusion and nepotism (KKN). *good governance and clean government*). Draft *Good governance* refers to the process of implementing state power in providing public goods or services effectively and accountably. To achieve this, commitment and active participation from the government and society. Effective governance requires harmonious coordination, integrity, professionalism, and a work ethic with high morality. Therefore, the application of the concept *good governance* is a challenge that must be met in modern government practices.

*World Bank*⁶define *Good governance* It is a solid and accountable governance process based on the principles of market efficiency and the prevention of

corrupt practices, both administratively and politically. This concept is relevant not only to the public sector but also to the private sector, as it represents a strategic innovation in building reliable managerial credibility in the public eye.

Based on the 2020 Corruption Perception Index (CPI)⁷Indonesia still ranks relatively lower than other countries in Southeast Asia. As a result, the Indonesian government bureaucracy is portrayed in the public mind as being accustomed to corrupt practices. The positions and expertise of officials or bureaucrats in managing and carrying out government tasks, especially after gaining the trust of the people to do so, are often seen as an opportunity to exploit economic resources for personal gain. Implementing public service reform by implementing the principles *good governance* will be able to restore public trust in the government, which has been fading. To achieve this, support is needed not only from leaders but also from the public to prevent corruption from becoming a culture. so that the ideals of the Indonesian nation and state as a country free from corruption, collusion and nepotism can be achieved.⁸

The main objective of good governance (*good governance*) is the creation of a government system that can guarantee fair and balanced public services through collaboration between various actors, including the state, civil society, social institutions, and the private sector.

The service function in modern government is closely related to the primary purpose of government, which is to create a system of order that allows people to live decent lives. According to Rasyid, the essence of modern government is to provide services to the community, not for self-interest. The government's task is to create conducive conditions for each individual to develop their potential and creativity for the common good.⁹

Paradigma *good governance* emphasizes the importance of an equal relationship between the state, the market, and society, in which each party understands the roles and actions of the other and opens up dialogue to understand differences. Through this process, it is hoped that consensus and synergy will be formed in the implementation of government programs that support the interests of the community.

Draft *good governance* It can also be thought of as a vitamin that must be injected into every state government function. As a vitamins, of course *good governance* In the long term, it will produce a healthy public organization, and this health will be the main capital in improving the quality of public policy products and public services.¹⁰In theory *good governance* The administration of state power is required to provide public goods and services effectively, efficiently, and accountably. This principle aligns with

the provisions of Law Number 28 of 1999 concerning Clean State Administration Free from Corruption, Collusion, and Nepotism.

Openness of information is an important element in creating transparency and accountability in the governance of government, which is a main principle in practice. *good governance* The use of information and communication technology in delivering public information, including through online services and digitalization, has been proven to increase public trust in the government. The shift in public communication patterns from previously closed to more open is also a logical consequence of the development of digital technology and public demands for free and equitable access to information. As a democratic nation, Indonesia has made information transparency an integral part of its global commitment, one of which is through its active role as an initiator of initiatives. *Open Government Partnership (OGP)*¹¹.

The presence of social media has expanded the means of disseminating information, shaping public opinion, and encouraging the dynamics of conversation and discussion. It has even influenced people's behavior and lifestyles, particularly in areas already covered by communication and information technology infrastructure. Communication through social media can take place between individuals, between institutions, and between institutions. Social media enables the connection and unification of a broad audience without being hindered by geographical boundaries, professions, age, or other barriers. The use of social media is one strategy in disseminating government programs and policies and as a means of interaction and absorption of public aspirations, thus establishing a better understanding between the government and the public.

The use of information technology has become an integral part of the

Indonesian passport application process. The Directorate General of Immigration has implemented various innovations to facilitate public access to services. In line with technological advances in the modern era, the development of various digital applications is an innovative effort to increase efficiency and convenience in accessing immigration services.

By providing information openly through social media, immigration is actually implementing the principle of transparency, which is one of the main pillars of the principles. *good governance* Transparency in public services aims to prevent misinformation, suppress the potential for abuse of authority, and ensure that every citizen has equal access to information on immigration services, including passport issuance.

Various important information such as the passport issuance application process, required documents, availability of priority services for vulnerable groups and so on.

The costs required for passport issuance are in accordance with applicable official regulations, which can serve as a reference for the public as passport applicants in the process of fulfilling their rights to obtain Indonesian passport issuance services.

The use of social media also enables two-way communication between the public and service providers. The public can ask questions, provide input, or report problems they face directly. *real time* This creates a participatory space in public services that is inclusive and adaptive to community needs.

As explained in the theory *good governance* The administration of state power is required to be able to provide public goods and services effectively, efficiently, and accountably. This principle is in line with the provisions of Law Number 28 of 1999 concerning State Administration that is Clean and Free from Corruption, Collusion, and Nepotism. This law emphasizes that the general principles that must be the basis for state administration include the principles of legal certainty, order in the implementation of state duties, public interest, openness, proportionality, and accountability.

Fulfilling the public's right to access information is one of the main requirements for realizing an open government. Implementation of the principle *open government* can be seen as an important strategy in preventing the occurrence of corruption, collusion, and nepotism (KKN) in the management of public resources. This initiative also serves as a foundation that supports the creation of good governance (*good governance*). In this context, there are three fundamental principles that support the concept *good governance*, namely: (1) accountability; (2) transparency; and (3) public participation. These three principles have a mutually reinforcing relationship and cannot be separated from each other, because they are integrated and essential elements in the implementation of effective, efficient, and integrated public services.¹²

Technology plays a strategic role in increasing the efficiency of administrative processes, communication, and service delivery to the public. Digitizing administrative processes enables the creation of an integrated public service system through easily accessible and usable portals, thereby accelerating public access to information and public services. Furthermore, the development of user-friendly mobile applications and the implementation of electronic-based government systems (e-government) *e-government* is part of digital transformation, where digitalization refers to the process of changing data or activities into digital format.

M-Passport is a public service innovation for issuing Indonesian passports, owned by the Directorate General of Immigration. The M-Passport application was officially launched by the Directorate General of Immigration and has

been accessible to the public since January 27, 2022. The M-Passport application was developed as a replacement and improvement to the previous system, the Online Passport Queue Registration Application (APAPO). APAPO itself has limitations because it only functions to take passport queues online.

Through M-Passport, applicants are given the convenience of online registration, filling in personal data, and uploading required documents. Other features include flexible arrival schedule selection. The implementation of M-Passport aims to promote increased transparency, efficiency, and accountability in the immigration service process. This innovation is expected to contribute to improving the quality of passport services for the public.

The implementation of the M-Passport application is a concrete example of the use of information technology to improve the quality of public services. Through this system, the public can register independently, monitor service schedule availability, and transparently process payments without having to go through lengthy face-to-face procedures. The application not only simplifies administrative processes but also strengthens transparency and accessibility of information for service users. Thus, digitalization through platforms like M-Passport reflects the implementation of the principle of *good governance* which emphasizes efficiency, accountability, and openness in public services.

Although the use of information technology in public services has brought convenience and efficiency, various obstacles remain, particularly socio-cultural ones. One major challenge is the low level of digital literacy among service users. Some public service applicants, particularly those in the elderly and middle-aged groups, still tend to rely on face-to-face services (*offline service*) because it is considered safer, more tangible, and can provide immediate assurance of document validity and procedural clarity. This preference for direct interaction indicates that interpersonal trust in officers remains an important factor in the perception of public service quality.

Furthermore, limited understanding of how to use digital applications often leads to technical errors, such as inaccuracies in entering data, uploading documents, or answering administrative system questions. These errors can lead to delays or cancellations of service processes. This situation demonstrates that the public's digital literacy is not only related to technical ability to operate devices, but also involves a conceptual understanding of the function and legal consequences of each administrative process conducted online.

These barriers to digital literacy are also related to broader socio-cultural factors. In some cases, individuals' unpreparedness for technological change

is influenced by a deeply ingrained conventional service culture, where physical presence in the service process is still considered valid proof of involvement and legitimacy. This attitude reflects the existence of *digital gap* between the design of technology-based service systems and the social characteristics of the community using the services.

Another problem hindering the optimal implementation of information technology is the emergence of misinformation in the digital space. The public's lack of ability to select valid information often leads to confusion, procedural errors, and misinformation and even distrust in government digital systems. This phenomenon is exacerbated by the emergence of fake websites and social media accounts impersonating official institutions, potentially causing harm to people without adequate digital skills.

Data from the Ministry of Communication and Information quoted by the Indonesian Ombudsman This indicates that the digital literacy level of the Indonesian people in 2023 will still be in the moderate category. This condition illustrates that individuals' ability to utilize digital technology effectively, critically, and responsibly still needs to be improved. Digital literacy plays a central role in the successful implementation of *e- government* because it is the basis for the public to understand, access, and utilize digital-based public services optimally.

Low digital literacy and other socio-cultural barriers can counterproductively impact the initial goal of implementing information technology in public services. Without systematic education efforts, the risk of procedural errors, misuse of information, and even a decline in public trust in digital systems will increase.

Therefore, improving public digital literacy needs to be a strategic priority to ensure effective, equitable, and sustainable digital transformation in public services.

4. Conclusion

The use of information technology has had a positive impact on increasing service accessibility, simplifying administrative processes, and expanding public participation through various digital channels. The implementation of information technology through digital innovations such as the M-Passport application has also demonstrated significant progress in efforts to achieve transparent, efficient, and accountable public services in accordance with the principles of *good governance* This aligns with the spirit of bureaucratic reform, which demands a paradigm shift from conventional services to a technology-based service system that is more open and responsive to public needs. However, the effective implementation of information technology in public services still faces several challenges,

particularly socio-cultural barriers and low public digital literacy. Limited understanding of technology usage, a preference for face-to-face services, and the spread of misinformation are factors that hinder the optimization of digital systems. Therefore, improving digital literacy and strengthening a culture of adaptability to technology are strategic steps to ensure the sustainability of digital transformation in the public service sector. These efforts are expected to encourage the creation of increasingly open, clean, and service-oriented governance.

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