



## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

Eko Widjianto, Kurniawaty Iskandar

Universitas Indonesia, Indonesia

Email: [eko.widjianto@ui.ac.id](mailto:eko.widjianto@ui.ac.id), [kurniawati@ui.ac.id](mailto:kurniawati@ui.ac.id)

---

### ABSTRACT

This research aims to analyze the implementation of the sameday passport service at the South Jakarta Immigration Office, identify potential risks of its misuse, and formulate mitigation strategies to enhance the security of this service. The research is based on the Fraud Triangle theory, which explains that the risk of fraud arises due to pressure, opportunity, and rationalization. The research method employed is qualitative, using a case study approach. Data were collected through in-depth interviews with four counter service officers at the South Jakarta Immigration Office. The results of the study indicate that the sameday passport service significantly accelerates the passport issuance process. However, this research also identifies potential risks of misuse, particularly concerning document forgery. Analysis based on the Fraud Triangle theory shows that among the three risk factors, opportunity is the most dominant, mainly due to time constraints in the verification process and existing loopholes in the system. Based on these findings, the research recommends mitigation strategies focusing on strengthening the document verification system, enhancing supervision of the service process, and utilizing technology to minimize exploitable vulnerabilities.

**Keywords:** Immigration; Risk Mitigation; Sameday Passport; Fraud Triangle theory

---

### INTRODUCTION

The Directorate General of Immigration, Ministry of Law and Human Rights, provides a *Sameday Passport Service* as a fast-track option for passport issuance, enabling applicants to receive their passports on the same day the application is submitted and documents are complete (Moloto, 2020; Shitu, 2021). This service is regulated under Government Regulation No. 28 of 2019 concerning Types and Tariffs of Non-Tax State Revenue (PNBP) applicable to the Ministry (Ministry of Law and Human Rights, 2024). It is part of Indonesia's bureaucratic reforms aimed at expediting passport issuance for applicants with urgent needs such as business people, migrant workers, or those facing emergency travel circumstances (Ministry of Human Rights, 2023). The *Sameday Passport Service* requires a PNBP fee of Rp 1,000,000 in addition to the regular passport fees, reflecting the faster processing time compared to the standard three to four business days.

Similar services exist internationally, such as expedited passport services in the United States, same-day passport renewal in the United Kingdom, and comparable one-day passport issuance policies in Australia and Singapore (Croy, 2023; Fadoli et al., 2024). Indonesia has adjusted its service system accordingly, issuing passports within the same day under specific

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

technical guidelines issued by the Directorate General of Immigration (Prameswari, 2022; Purnomo, 2018).

This innovation significantly reduces processing time, fulfilling public demand for quicker services. However, challenges persist, notably the high volume of applications, strict identity verification, and risks of misuse by individuals seeking to bypass regular checks. There have also been criticisms regarding the service cost, which may limit accessibility and raise concerns about equity in public service delivery. Nonetheless, the *Sameday Passport Service* represents an important step in Indonesia's immigration administration reform to provide efficient and responsive public services. Applicants typically must appear in person at immigration offices early in the day to ensure same-day completion, with verification processes remaining rigorous to mitigate abuse risks.

Recent reports show that this service experienced interruptions due to technical issues such as system attacks but continues to be available in many immigration offices, with ongoing adjustments to improve registration, verification, and supervision procedures to secure the service against misuse and fraud.

**Table 1. Number of Sameday Passport Issuances in 2019-2024 South Jakarta Immigration Office**

Year	Sum	Change (%)
2019	44	-
2020	409	830%
2021	872	113%
2022	1152	32%
2023	9097	690%
2024	8222	-10%

Source: Internal Data of Sameday Passport Issuance of the South Jakarta Immigration Office (processed by the researcher)

Data on *sameday passport* issuance at the South Jakarta Immigration Office from 2019 to 2024 reveals a highly dynamic and volatile trend marked by a massive overall surge along with fluctuations indicating shifting public demand, policy effects, and external factors. In 2019, only 44 *sameday passports* were issued, showing limited utilization at the service's inception. A dramatic 830% increase in 2020 brought issuance to 409, despite the COVID-19 pandemic reducing global travel opportunities. This spike suggests strong urgent needs among particular groups or heightened awareness of expedited options, possibly coupled with some risk of misuse during early pandemic restrictions. Growth continued at a slower pace with a 113% increase in 2021 (872 issuances) and another 32% rise in 2022 (1,152 issuances), indicating gradual normalization and growing awareness of the service. The peak surge occurred in 2023 with a 690% jump, reaching 9,097 issuances, reflecting a significant post-pandemic recovery in travel demand and a strong public preference for fast passport services. In 2024, issuance decreased by 10% to 8,222, possibly signaling stabilization after the explosive growth or influenced by policy changes or reduced urgency in travel needs. Overall, from 2019 to 2024, *sameday passport* issuances increased by approximately 18,595%, underscoring rapidly expanding demand for expedited passport services.

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

This explosive growth presents both opportunities and challenges for immigration administration. The surge meets public demand for fast and efficient services, particularly for business travelers, migrant workers, and emergency travelers. However, it raises risks such as potential misuse for illegal purposes, including human trafficking, labor smuggling, and money laundering (Oktaviani & Rivai, 2024). The time constraints inherent in *sameday* processing increase vulnerability in identity verification and fraud prevention, requiring reinforced mechanisms and oversight to balance speed with security. Motivations for traveling abroad vary widely, often economically driven among Indonesian workers abroad (Anfasya et al., 2024), but also include education, family reunions, and tourism. Some travelers may abuse legal documentation for unauthorized or illicit activities (Ramadan, 2024), highlighting the need for thorough document and identity checks. Coordination among immigration, foreign affairs, labor ministries, and destination countries is vital to assure legal protection and prevent exploitation (Dewi et al., 2023).

Prior research has noted systemic vulnerabilities, especially in digital verification and lack of transparency, which this study addresses through the Fraud Triangle lens—identifying opportunity as the dominant risk factor due to verification time pressure and loopholes. Recommendations involve integrated digital verification, stricter supervision, and targeted service restrictions to maintain integrity while providing expedited service. This data and analysis underscore the critical balance needed to manage *sameday passport* services: accelerating processing to meet urgent public needs, while simultaneously safeguarding against misuse through robust verification and inter-agency collaboration.

This study fills that gap by analyzing the implementation of sameday services at the South Jakarta Immigration Office through a qualitative case study approach, focusing on risk mitigation strategies. The findings aim to enhance service security by recommending integrated digital verification, stricter oversight, and targeted restrictions for urgent cases, ultimately balancing efficiency with integrity in immigration administration.

## METHOD

---

This research employed a qualitative method with a case study approach, focusing on the implementation of *sameday passport* services at the South Jakarta Immigration Office. The office was selected based on several strategic considerations. First, it handles a high volume of passport applications in the DKI Jakarta area, making the *sameday* service impactful and dynamic in its implementation. Second, South Jakarta, as a metropolitan area, represents a community with high mobility and a need for fast, efficient services, making it suitable for studying the effectiveness and potential risks of *sameday* services. Third, the location's accessibility and willingness to cooperate supported its selection.

Data were primarily collected through in-depth, semi-structured interviews with four service counter officers, purposively selected based on their direct involvement in the *sameday passport* services. Interviews were conducted on-site at the South Jakarta Immigration Office, with an average duration of 15–20 minutes per session. The questions covered officers' understanding of the *sameday* service and its Standard Operating Procedures (SOPs), document verification mechanisms under time constraints to prevent forgery, surveillance strategies to

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

detect misuse, and recommendations for improving digital verification systems and limiting *sameday* services to urgent cases such as medical needs or official trips.

Additional data were obtained through observation of service procedures and analysis of policy documents governing the *sameday passport* services.

The analysis involved transcribing interviews, coding data, categorizing main themes, and interpreting findings through the lens of the Fraud Triangle theory. This approach enabled the identification of relationships between immigration policy, potential misuse risks, and the effectiveness of mitigation strategies. The results provided data-driven recommendations to enhance the security and efficiency of *sameday passport* services and to close loopholes vulnerable to abuse.

## RESULT AND DISCUSSION

---

The South Jakarta Immigration Office is one of the technical implementation units under the Directorate General of Immigration of the Ministry of Law and Human Rights which has a vital role in serving the immigration needs of the people in the South Jakarta area. As an area with high economic and social activity, South Jakarta has a dynamic population with diverse mobility needs, both for business, tourism, and educational purposes. Therefore, the South Jakarta Immigration Office is required to provide efficient and responsive services to the increasing needs of the community. The implementation of various service innovations, including the *sameday passport* service, is part of the immigration office's efforts to improve the quality of services and answer the challenges of the needs of modern society.

The implementation of *sameday passport* services at the South Jakarta Immigration Office is a significant innovation in immigration administration, which fundamentally changes the service landscape by accelerating the passport issuance process to one working day, far different from regular services. The main goal of this innovation is to increase community satisfaction through time efficiency. These findings are in line with the global trend in public administration that increasingly emphasizes on speed and ease of access to services, as supported by a study by Putri et al. (2024) that links digitalization and acceleration of services to increased user satisfaction. Furthermore, the efficiency offered by *sameday* services has the potential to increase transparency and reduce opportunities for corrupt practices, as revealed by Wibowo et al. (2024) in the context of broader immigration services. Technology integration, as highlighted by Arbani and Yuza (2024) in the context of technology-based passport services, also plays a crucial role in optimizing bureaucratic performance and accelerating document verification, which is the cornerstone for the effectiveness of *sameday* services. The counter officer emphasized this efficiency by stating the meaning of *sameday* service as follows.

"*Sameday* is an acceleration service provided by the South Jakarta Immigration Office, one day so. Then, the SOP is the same as the submission of regular SOPs through the M-Passport application, there is only a choice of acceleration services in the application. And *sameday* is a passport that is served a day off." (SU., Counter Officer, 2025)

"*Sameday* is a passport whose process is completed on the same day. So, the SOP is like registering a passport, coming to the immigration office for a photo, then after that the passport can be waited for approximately an hour." (AN., Counter Officer, 2025)

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

which directly answers the community's need for more responsive services. This service allows passport applicants to obtain a passport in a short time, without having to wait as long as in the standard process. This is especially beneficial for those who have urgent needs, such as business trips or other urgent needs. With easy access and fast processing, sameday services are a practical solution that supports the efficiency of public administration and increases public satisfaction with immigration services.

However, the acceleration of this service presents significant challenges related to the potential risk of misuse, especially in terms of document forgery and loopholes in the applicant's data verification mechanism. This concern arose from the findings of interviews with counter officers at the South Jakarta Immigration Office, who identified the lack of optimal coordination between agencies in verifying population documents as a vulnerable area. Officers also revealed the potential exploitation of procedural loopholes by irresponsible parties for personal gain, a risk confirmed by research by Mochammad et al. (2024) which shows that weak oversight of administrative procedures is often at the root of the problem of document forgery practices. This lack of coordination creates opportunities for fraudsters, a key element in the Fraud Triangle (Cressey) Theory.

Analyzing these risks through the Fraud Triangle Theory provides a useful framework. The pressure to obtain passports quickly, whether for legitimate urgent purposes or for illegal purposes, can encourage individuals to look for shortcuts. The opportunity to commit fraud arises from potential loopholes in verification and surveillance systems that may not have been fully adapted to accommodate the speed of sameday services. Counter clerks explicitly highlight this opportunity by identifying:

"The obstacle is that because the service must be fast, we also have to verify documents quickly as well. The obstacles we face do not seem to be too significant, not too difficult. Because they have completed the requirements completely, we only verify the authenticity of the documents. Then, as for the systemic obstacle, they upload the wrong document. At the very least, we have to help to re-upload the document. Thank you the applicant. Verification of the requirements in the application must also be complete. And the shortcomings of documents are usually the obstacles. So, what hinders the time that should be completed, they have to be postponed first due to lack of documents. A possible lack of information from the applicant, especially the new applicant. New applicants, yes, new applicants, usually they upload the wrong document or there are different documents, or the wrong one that should be uploaded. So, what they complete, but not what they bring. So, the obstacle is there. Overall, sameday has been good, it's good, helping the community." (SU, South Jakarta, 2025).

"Yes, if we can do it in the past, we can go through the NIK of the applicant's ID card. Just enter the NIK, check, suppose he is registered, he will appear in the system. Well, if now it's like if the new passport is a family card with a model like a barcode or a birth certificate with a barcode model, we can scan the barcode. If it is indeed registered in the Dukcapil application, yes, what is the name, yes it is registered, it is indeed the original. It's just that it's a bit risky like an old birth certificate or a diploma, we can't know it directly, we can't see it, at least with the naked eye the original is like this, yes maybe we can do this. It's just that if it's all digital, yes, we can have our own application to check that, our own application." (AN, South Jakarta, 2025).

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

Further, rationalization can occur when the perpetrator justifies their actions, perhaps on the grounds of urgent need or the notion that bureaucracy can be overcome by informal means. Addressing these risks requires a holistic mitigation strategy, including strengthening an integrated digital verification system between agencies, increasing multi-layered oversight, and implementing periodic audits to detect and prevent potential abuse.

"Yes, that's right. Because a lot of it is at a time when we have doubts. There are doubts, for example, that this is a different document. Then a new passport, especially in a new passport. Because in the new passport they are sometimes ignorant. No one is educated. They just ask, "Oh, I'm going to go abroad," or maybe it's just a game or something, a vacation. But what is his name? That is, he doesn't know yet. For example, he does not have a permanent job, for example, he does not have a permanent job. He continues to be invited, invited to be with people, with friends, with relatives who he also doesn't know, for example, going here and there. That is why we also give enlightenment, 'Where do we go? Do you know?' Yes, there really is. Sometimes they don't know either, for example, they are told to do it, they don't know where to go. Sometimes the guarantor does not even participate. Yes, if that's the case, for example, I'm challenging it. If I can, I can still be the one who is countered and solved. But if it's no more, yes, I ask the SPV who has the right to decide." (SI, South Jakarta, 2025).

The process of implementing the sameday service involves submitting through the M-Passport application, similar to the regular service but with accelerated processing. In the context of time constraints, document verification relies on checking physical security features such as holograms, embossing, and barcodes. Supervision efforts are also carried out through applicant profiling and in-depth interviews to identify potential risks. However, the effectiveness of these measures in the context of accelerated services needs to be further evaluated.

"For the verification process, the first one is usually the interview officer or both counters to check documents or check the original documents. And for the original document there are also two types. The first is that there are documents, if for example the old document is a document that has a hologram or embossed on the deed or diploma, and the second is that there is a barcode as well. For example, documents from the population can usually be scanned from the Dukcapil website. So, to verify whether the document is still active or not, it can be from the application for the document verification process." (TA., Counter Officer, 2025).

"The first, when they have submitted to come to our booth, the first is profiling the applicant. They come, we profile personally, then the documents, we make sure that they bring the complete and original documents that we need according to the passport application. Then, with a short amount of time, we have to make sure that their purpose must also be clear and that the documents they bring are completely original. And we convey that there are things that are indeed necessary to prevent document forgery or for the misuse of one's own passport. We convey that passports are state documents, they must be well maintained, by not providing incorrect information and also by not providing documents or falsifying documents to get the passport itself to the applicant, so that they actually get the passport in accordance with the SOP and in accordance with the requirements." (SU., Counter Officer, 2025).

The findings of this study highlight the potential risk of misuse of sameday passport services, especially in terms of document forgery. Accelerating the issuance process, while improving efficiency, can open up loopholes in existing verification mechanisms. This indicates that the pressure of urgent needs from applicants, coupled with limited verification

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

time in sameday services, creates opportunities that can be exploited by irresponsible parties to commit document forgery. This concern is in line with the research of Ramadhan and Novitasari (2023) which emphasizes the need to strengthen data security systems in line with the implementation of technology-based services that tend to prioritize speed. In the context of sameday passport services, the lack of adequate time for in-depth verification, especially for older documents that may not yet be equipped with modern security features, is a crucial concern. This is strengthened by the emphasis of Nurazizah and Sudirman (2024) on the importance of maintaining transparency and accountability in public service innovation to prevent fraud. This analysis further indicates that without the strengthening of a verification system that is adaptive to the speed of service, the potential risk of document forgery will continue to be a significant threat to the integrity of sameday passport services. This is as expressed by the officer regarding

"In the past, there were NIK who were disdukcapil. It's so good, it's so easy. Well, we will enter the NIK, continue to search, continue to come out the data. For example, if you have a diploma, if you have a diploma, if you have any doubts, for example, the hologram shape is small, or whether the logos sometimes like to be different. There are some things like that you do yourself. But I also looked at my colleagues as well, 'Isn't this true? Is this appropriate?' So no, I'm on my own. Well, if for example something is wrong, then I will return it to the SPV. So far, at least because the birth has just been done using QR Codes, so it's easy" (SI., Counter Officer, 2025).

This statement reflects the administrative obstacles faced by the public when using old documents in the public service process. The absence of security features such as holograms or embossing on older versions of birth certificates is considered to reduce confidence in the authenticity of the document, making it difficult for the verification process by officers. This shows that the modernization of the civil registration system, including updating documents with the latest security standards, is important to ensure smooth service and identity protection of citizens.

The implications of these findings point to the need for the South Jakarta Immigration Office to prioritize strengthening verification and supervision mechanisms in sameday services. Increasing coordination between agencies in population data verification is crucial to close the gap of opportunity in the Fraud Triangle Theory. The use of technology for document authenticity detection, such as barcode identification and face verification, needs to be optimized and expanded. In addition, the application of strict sanctions for perpetrators of document forgery can act as a deterrent.

"Sanctions? Yes, sanctions are necessary. Because no matter what we do, passports are state documents. And it is already in the law as well to get it. And even if they do try to get a passport, it's a state document, illegally, it needs to be sanctioned. So that in the future it will not be a problem for the agency itself, for the officers themselves, and also maintain security and protection for the citizens themselves. So, if it is for sanctions for those who apply or apply, or to get the passport illegally, it is better to give sanctions to applicants who do not comply with the requirements." (SU., Counter Officer, 2025).

Another challenge identified was the limited time available for officers to provide adequate education to applicants regarding the risks and consequences of using passports illegally. This underscores the importance of developing effective and efficient communication

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

strategies in delivering crucial information in a limited time. In addition, the process of verifying old documents is also an obstacle, indicating the need for more effective alternative technological solutions or procedures to ensure the validity of these documents.

"Yes, of course. Because of the short time, it requires officers to convey or educate about the risks of using a passport or how to maintain the passport, because it is a state document. The need for the delivery from the officer is effective and efficient, short, concise, and precise so that it is easy to understand by the passport applicant." (TA., Counter Officer, 2025).

Furthermore, in an effort to mitigate the risk of abuse and potential for excessive workload on officers, consideration has arisen regarding restrictions on access to sameday services. One of the counter attendants expressed his views on this matter:

"... It is better to do so, if the purpose is that this sameday service should be provided for people who really need a quick passport. Because indeed, if it is opened in general, there are obstacles in the officers, because indeed the costs they incur are bigger, more increased. So, they feel that they have paid more and must be given their rights according to the costs that have been incurred. And that's where the risk of the applicant's goal is, we can't be less sure of what the goal is for. So, we cannot be less strong to refuse and ask for additional documents that are necessary according to their purpose. Sometimes our obstacles are there. So, the acceleration service passport should be intended for those who are really urgent, with the support of supporting documents that they do, asking for acceleration services is indeed for those who are only urgent..." (SU., Counter Officer, 2025).

This opinion underlines that restricting sameday services for applicants with verified urgency and supported by relevant documents can be an alternative strategy to reduce potential abuse and ensure targeted services.

## CONCLUSIONS

The implementation of *sameday passport* services at the South Jakarta Immigration Office has successfully expedited passport issuance but also revealed significant risks of misuse, particularly document falsification, as analyzed through the Fraud Triangle Theory. A critical vulnerability lies in insufficient coordination between agencies during document verification, creating opportunities for abuse. To mitigate these risks and ensure the service's security and sustainability, the study recommends enhancing the verification system by integrating digital technology with national population data, strengthening inter-agency coordination, enforcing stricter sanctions for misuse, increasing internal and external supervision, educating applicants on misuse risks, periodically evaluating service effectiveness, and restricting access to applicants with verifiable urgent needs. Implementing these strategies is expected to reduce abuse, improve efficiency, and maintain public trust in the *sameday passport* service. Future research should explore the effectiveness of these mitigation measures in practice and investigate applicants' perspectives to further refine service policies and security protocols.

## REFERENCES

## Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

- Arbani, M., F., & Yuza, A., F. (2024). The effectiveness of the public service policy based on the passport mobile application at the Class I Immigration Office at the Pekanbaru Immigration Checkpoint. *Journal of Social Education and Humanities*, 3(2), 1330–1346.
- Croy, V. (2023). Comparative analysis of Portuguese consular services: The cases of Brazil, Ireland, and the United Kingdom. ProQuest Dissertations & Theses.
- Dewi, A. E. ., Rahman, A. ., & Nasution, M. F. . (2023). The Role of the Government in Overcoming Human Trafficking in the Riau Islands. *Aufklarung: Journal of Education, Social and Humanities*, 3(2), 37–47. <http://www.pijarpemikiran.com/index.php/Aufklarung/article/view/489>
- Fadoli, M. I., Putra, P., Fadhlillah, N., & Faedlulloh, D. (2024). “Executive class” in public service: A phenomenon in the implementation of the New Public Management (NPM) paradigm in Indonesia. In Proceedings of the AAPA-EROPA-AGPA-IAPA International Conference 2024: Towards World Class Bureaucracy. <https://doi.org/10.30589/proceedings.2024.1142>
- Herlambang, H., Astutik, S., & Cornelis, V. I. (2024). The role of immigration against the misuse of residence permit visas past the deadline. *Journal of Multidisciplinary Scientific Research*, 8(10).
- Immigration. (2024). Passport issuance in 2023 increased by 1.1 million from last year. Imigrasi.go.id. <https://bengkalis.imigrasi.go.id/2024/01/05/jumlah-penerbitan-paspor-tahun-2023-meningkat/>
- Kadir, Z. K. (tahun). Psychoanalytic and crime: Is Freud's theory still applicable in criminological research? *Media Keadilan: Jurnal Ilmu Hukum*, 95-110. <https://doi.org/10.31764/jmk>
- Ministry of Law and Human Rights of the Republic of Indonesia. (2024). Update on passport acceleration services. Soekarno Hatta Immigration Office. <https://imigrasisoekarnohatta.kemendikhumham.go.id/ruang-berita/pengumuman/39/Update%20Layanan%20Percepatan%20Paspor>
- Moloto, P. T. R. (2020). *Factors impacting efficient logistics of a commodity from mine to port in South Africa*. University of Johannesburg (South Africa).
- Nuraziza, S., & Sudirman, W. F. R. (2024). The Balance Between Technological Innovation and Regulatory Compliance: The Challenges in Integrating Artificial Intelligence (AI) in Financial Management. *Money: Journal of Financial and Islamic Banking*, 2(1), 47–57. <https://doi.org/10.31004/money.v2i1.21438>
- Oktaviani, N. R., & Rivai, A. N. A. (2024). The position of illegal Indonesian migrant workers (PMI) from South Sulawesi as a sub-altern party in Malaysia. *Scientific Journal of International Relations Fajar*, 2(2), 69–96. <https://journal.unifa.ac.id/index.php/jihif/article/view/786>
- Prameswari, N. M. (2022). Implementation Good Governance in Public Service Immigration in Service Passport Making. *Proceeding of The International Conference of Inovation, Science, Technology, Education, Children, and Health*, 2(1), 216–224.
- Putri, K., Anggraini, D., Aurora, B., & Damitri, D. (2024). Training on Improving Access and Quality of Population Administration Services through the Use of Digital Technology at the Population and Civil Registration Office: Community Service. BHAKTI NAGORI

Sameday Passport Services: Innovation in Immigration Administration and Abuse Risk Mitigation Strategies

(Journal of Community Service). 4(1), 23-30.  
[https://doi.org/10.36378/bhakti\\_nagori.v4i1.3884](https://doi.org/10.36378/bhakti_nagori.v4i1.3884)

Purnomo, A. S. (2018). Citizen-Oriented Service Delivery and Innovation (A Case Study of Passport Office in Indonesia)[Penyelenggaraan Pelayanan Publik Berorientasi Kemasyarakatan dan Inovasi (Studi Kasus di Kantor Pelayanan Paspor di Indonesia)]. *Jurnal Ekonomi Dan Kebijakan Publik*, 9(1), 15–27.

Ramadhan, A. ., & Novitasari, K. (2023). Digital-Based Economic Literacy Development Strategy for Regulations on Social Behavior Empowerment and Human Resources in the Industrial Era 4.0. *AB-JOIEC: Al-Bahjah Journal of Islamic Economics*, 1(1), 14–25.  
<https://doi.org/10.61553/abjoiec.v1i1.10>

Shitu, I. A.-M. (2021). *Port performance and crude oil export logistics system distribution in Nigeria*.

Wibowo, P. P. (2024). Analysis of the implementation of bureaucratic reform based on a dynamic governance perspective to realize an integrity zone at the Class I Immigration Office of TPI Malang. *Ganaya: Journal of Social Sciences and Humanities*, 7(2).  
<https://doi.org/10.1234/ganaya.v7i2.93>