

The Impact of E-Passport Adoption on Public Trust and Immigration Management Systems in Indonesia

*E-Passport Adoption
on Public Trust*

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ABSTRACT

his study examines the trends in passport issuance in Indonesia for the year 2024, focusing on the transition from traditional non-e-passports to e-passports. The research aims to analyze the impact of e-passport adoption on immigration management and public service delivery. Given the increasing demand for digital transformation in public services, understanding the role of e-passports in improving service efficiency and enhancing public trust is critical. The study utilizes empirical data, including monthly passport issuance statistics from January to October 2024, comprising both e-passport and non-e-passport categories. By employing descriptive and trend analysis, the study identifies shifts in passport issuance patterns and evaluates the factors contributing to the rise in e-passport adoption. Key findings suggest a clear increase in e-passport issuance, highlighting its growing popularity and the positive effects on service efficiency, such as faster processing times and reduced administrative burdens. The study discusses the implications of e-passports on public trust in the Indonesian immigration system, suggesting that the digital shift has led to improved perceptions of service reliability and transparency

Keywords: *E-Passport, Government Service, Immigration, Management*

ABSTRAK

Studi ini mengkaji tren penerbitan paspor di Indonesia pada tahun 2024, dengan fokus pada transisi dari paspor non-elektronik tradisional ke paspor elektronik. Penelitian ini bertujuan untuk menganalisis dampak adopsi paspor elektronik terhadap manajemen keimigrasian dan penyediaan layanan publik. Mengingat meningkatnya permintaan transformasi digital dalam layanan publik, memahami peran paspor elektronik dalam meningkatkan efisiensi layanan dan meningkatkan kepercayaan publik menjadi sangat penting. Studi ini menggunakan data empiris, termasuk statistik penerbitan paspor bulanan dari Januari hingga Oktober 2024, yang terdiri dari kategori paspor elektronik dan non-paspor elektronik. Dengan menggunakan analisis deskriptif dan tren, studi ini mengidentifikasi pergeseran dalam pola penerbitan paspor dan mengevaluasi faktor-faktor yang berkontribusi terhadap peningkatan adopsi paspor elektronik. Temuan utama menunjukkan peningkatan yang jelas dalam penerbitan paspor elektronik, menyoroti popularitasnya yang semakin meningkat dan efek positifnya pada efisiensi layanan, seperti waktu pemrosesan yang lebih cepat dan berkurangnya beban administratif. Studi ini membahas implikasi paspor elektronik terhadap kepercayaan publik terhadap sistem keimigrasian Indonesia, yang menunjukkan bahwa pergeseran digital telah menyebabkan peningkatan persepsi keandalan dan transparansi

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Kata kunci: *E-Paspor, Layanan Pemerintah, Imigrasi, Manajemen*

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INTRODUCTION

Immigration management is a cornerstone of modern governance, essential to ensuring national security, fostering economic stability, and managing global mobility (Adnan et al., 2021; Ansell et al., 2021). With the continued growth in international travel, trade, and tourism, the need for an efficient and secure border control system has never been more urgent. This process plays a critical role in protecting a country's security while facilitating the free flow of people and goods (Pouri & Hilty, 2021; McGann et al., 2021; Mergel et al., 2021). Over the past few decades, technological advances have played a significant role in transforming immigration systems, providing governments with the tools they need to improve security and efficiency. One of the most significant advances in recent years has been the introduction of electronic passports, which represents a significant leap forward in the way countries handle immigration and border control. These passports are equipped with electronic chips that store biometric data, such as fingerprints and facial recognition, which allows for faster and more secure identification of travelers (Silva-da-Nóbrega et al., 2022; Ashar & Maharani, 2022).

Unlike paper-based passports, e-passports have advanced security features that make them highly resistant to counterfeiting. The integration of biometric data and digital verification methods ensures that only authorized individuals can travel, thereby helping to prevent the entry of individuals with fraudulent documents. The implementation of e-passports in the country aims to enhance national security while improving the efficiency of immigration management (Axelsson & Pettersson, 2021; Bendixsen & Eriksen, 2024). This shift reflects a broader trend around the world, where governments are increasingly adopting digital technologies to modernize public administration and improve the quality of services provided to citizens (Meuleman, 2021; Nagtegaal, 2021; Nesse et al., 2021; Abbate et al., 2023). The adoption of e-passports in Indonesia is not an isolated event, but rather part of a global movement towards digital government, where technology is used to improve the accessibility, security, and efficiency of government services. As more countries adopt e-passports, the future of immigration management looks increasingly digital (Nurmandi et al., 2018; Okkonen et al., 2021; Osborne et al., 2021; Rossi & Tuurnas, 2021; Schmidt, 2022).

The shift towards digital immigration services is also in line with the global trend of digital governance, where governments are seeking to improve public service delivery by incorporating innovative technologies. The adoption of e-passports is a significant step in improving user experience, simplifying immigration processes, and reducing operational costs. This development illustrates the important role that technological innovations, such as e-passports, play in transforming immigration services around the world. Previous studies Sommaribas and Nienaber (2021), Simatupang and Nurbaiti (2023), and Sun and Andrews (2023) have not only improved the efficiency of immigration management but also strengthened security, making it a vital tool in modern governance. As countries continue to adopt and integrate these technologies, the future of immigration management looks set to become increasingly digital, further enhancing the safety, security, and convenience of global travel (Bennani-Taylor & Meer, 2024). This introduction sets the stage to explore the broader implications of e-passport adoption within the immigration system, highlighting its importance in shaping the future of immigration management and public service delivery (Boselie et al., 2021; Bromfield & McConnell, 2021).

This study aims to explore the evolving passport issuance landscape, particularly in the context of e-passport adoption in Indonesia. The study seeks to analyze the passport issuance trend from 2024, specifically comparing the issuance rate of e-passports with

traditional non-e-passports. This will provide insights into the shift to a digital passport system and its growing popularity. The study evaluates the efficiency of public service delivery in immigration management following the introduction of e-passports in Indonesia. Key factors such as processing time, increased security, and overall user satisfaction will be examined to assess improvements in service delivery and identify areas for further improvement. The impact of e-passports on public trust in government services. The study will explore how digital transformation in immigration services affects citizens' perceptions and engagement with government institutions. By understanding the relationship between technological advancements and public trust, the study will offer valuable insights into the broader implications of e-passport adoption for public administration and governance.

LITERATURE REVIEW

Theoretical Frameworks

The adoption of e-passports and their impact on public service delivery can be better understood through several theoretical frameworks. These frameworks provide valuable insights into the factors that influence the adoption of technology and its effectiveness in transforming government services. Among the most widely used and influential frameworks in this context are the Technology Acceptance Model (TAM), Public Value Theory, and studies on efficiency and trust in e-government services. One of the most well-known and widely applied models for understanding the adoption of new technologies is the TAM. This model, introduced by Davis in 1989, has been widely used to analyze how users accept and engage with new technologies, including e-government services such as e-passports (Pomerantsev et al., 2021; McGann et al., 2021; Mergel et al., 2021; Meuleman, 2021; Nagtegaal, 2021).

In the context of e-passports, this means that immigration agencies need to ensure that e-passport systems are user-friendly and effective in meeting the demands of modern border management, including enhancing security and improving operational efficiency (Nor et al., 2024; Ridhovan & Anggarani, 2024; Mervita et al., 2024). If users find the system difficult to use or feel that it does not significantly improve the efficiency or security of the immigration process, they may be reluctant to adopt it (Saleem & Shukr, 2023). In this regard, e-passports directly address the growing demands for transparency, security, and efficiency in public administration. The introduction of e-passports offers clear value to society by improving the passport issuance process, reducing waiting times at border control checkpoints, and offering a more secure method of travel identification. By simplifying these processes, e-passports contribute to improving the overall travel experience, fostering trust and satisfaction among citizens and international travelers (Leso et al., 2023).

Public Service Delivery and Management in Immigration

Public service management in the field of immigration is now undergoing significant transformation along with the adoption of digital technology, especially through the implementation of electronic passports (e-passports) (Cui & Osborne, 2023). This system is designed to improve efficiency, security, and accuracy in the traveler identification process, as well as speed up immigration services at various points of entry to the country. In the Indonesian context, the introduction of e-passports reflects the government's strategic steps in responding to the global need for an adaptive and resilient immigration system (Davidovitz & Cohen, 2022).

By embedding biometric chips into travel documents, e-passports enable automated processing that reduces queues, minimizes manual interactions, and increases user convenience. This initiative also supports cross-agency data integration, strengthens the national surveillance system, and accelerates responses to potential security threats. On the other hand, the implementation of e-passports requires infrastructure readiness, officer training, and community digital literacy to ensure that maximum benefits can be felt comprehensively (Machado et al., 2022). Evaluation of the effectiveness of public services

through the e-passport system is important to measure its impact on service quality, bureaucratic transparency, and public trust in government institutions.

In the framework of modern governance, the success of digital immigration management is not only measured by technical efficiency, but also by the extent to which the technology is able to improve the citizen experience, strengthen accountability, and guarantee individual data rights and protection (Eriksson & Hellström, 2021; Fumagalli, 2021). Therefore, e-passports are not just administrative innovations, but rather a symbol of structural reform towards more responsive public services that are oriented to the needs of the community in the digital era.

E-Passport Adoption and Its Implications

The implementation of e-passports has had a significant impact on the immigration administration system, especially in strengthening security and operational efficiency. By embedding an electronic chip containing biometric data such as fingerprints and facial images, e-passports present a new approach to identity verification that is much more accurate and difficult to counterfeit than conventional methods (Giannakopoulos et al., 2023; Huang & You, 2024). This process improves the ability of immigration authorities to detect identity fraud and mitigate the risk of transnational crime. In many countries, including Indonesia, e-passports have begun to be integrated with Automated Border Control (ABC) systems such as e-gates, which allow travelers to process immigration without direct interaction with officers (Kaneva et al., 2023; Long et al., 2024).

This technology speeds up the flow of travelers in and out, reduces the density of queues at airports, and optimizes the use of human resources. In addition, the adoption of e-passports strengthens interoperability between countries through data and system standardization, thus supporting international security cooperation (Määttä et al., 2021; Mazzucato & Ryan-Collins, 2022). The implementation of e-passports also presents challenges, including the need for large investments in digital infrastructure, personnel training, and ensuring the security and privacy of personal data. Therefore, it is important for governments to ensure that data protection regulations and policies keep pace with technological developments. Overall, e-passports are not only a digital identification tool, but also part of a broader digital transformation strategy in public governance, which aims to create fast, safe, and reliable services to support global mobility in the modern era.

RESEARCH METHOD

This research method uses a quantitative approach with a descriptive design to analyze passport disclosure data in Indonesia in 2024, focusing on the comparison between e-passports and non-e-passports. Secondary data was obtained from the Directorate General of Immigration, Ministry of Law and Human Rights of the Republic of Indonesia, covering the number of passport collections from January to October 2024. During this period, a total of 53,683 passports were issued. The data was then classified into two main groups: e-passports and non-e-passports.

This classification aims to observe the distribution of publications based on passport type on a monthly basis, as well as to identify certain patterns or trends in public preferences for each type of passport. The analysis was carried out using descriptive statistics, such as frequency, percentage, and graphic visualization, to display the development of the number of publications over time. The data analysis techniques in this study include descriptive statistics and trend analysis. Descriptive statistics are used to present the number of monthly publications for each type of passport, including the mean, median, and percentage contribution of each type of passport to the total publications.

Meanwhile, trend analysis aims to identify shifts in issuance patterns over time, whether there is an increase in the use of e-passports as an indicator of increasing public awareness of the efficiency and benefits of technology in public services. Effectiveness is measured in terms of the number of issuances, speed of service, and potential administrative savings, which are explained based on ratios and distributions. With this method, the study is expected to provide a comprehensive picture of the implementation

of e-passports as a public service innovation, as well as provide data-based input for policy making related to improving immigration services in Indonesia. With this method, the study is expected to provide an empirical picture of the tendency of e-passport use, as well as reveal differences in adoption rates compared to non-e-passports.

RESULTS

Descriptive Statistics

Data on monthly passport issuances in Indonesia throughout 2024 shows a striking dynamic between non-electronic passports (non-e-passports) and electronic passports (e-passports). In general, there is a fluctuation in the total number of passports issued each month, reflecting responses to seasonal factors such as national holidays, overseas travel trends, and economic and geopolitical conditions. However, the most prominent trend is the increasing proportion of e-passport issuances compared to non-e-passports from month to month. This increase indicates a shift in public preference towards a more sophisticated, fast, and secure identification system. The issuance of e-passports not only shows the public’s positive response to the digital transformation in public services, but also reflects the effectiveness of the socialization campaign and the increasing awareness of the benefits of biometric security. On the other hand, although the number of non-e-passport issuances is still significant, the downward trend indicates that old technologies are starting to be abandoned. This change in proportion indicates that Indonesia’s immigration service system is in a transition period towards full digitalization. If this trend continues, it is very likely that e-passports will become the main standard for travel documents in Indonesia in the near future, along with the increasing demands for efficiency and international security.

Table 1. Monthly Passport Issuances in 2024 (Non-E-Passport vs. E-Passport)

| Month | Non-E-Passports | E-Passports | Total |
|-----------|-----------------|-------------|--------|
| January | 4.848 | 6.780 | 11.628 |
| February | 2.895 | 1.632 | 4.27 |
| March | 2.418 | 1.323 | 3.741 |
| April | 1.655 | 2.928 | 4.583 |
| May | 2.711 | 1.765 | 4.476 |
| June | 2.643 | 1.277 | 3.920 |
| July | 3.783 | 1.820 | 5.603 |
| August | 3.506 | 1.603 | 5.109 |
| September | 2.971 | 1.525 | 4.496 |
| October | 3.540 | 2.060 | 5.600 |
| Total | 30.970 | 22.713 | 53.683 |

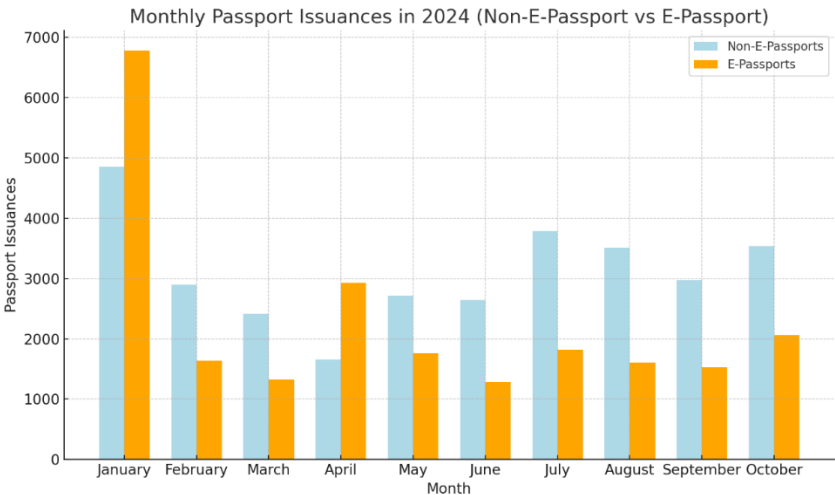


Figure 1. Monthly Passport Issuances in 2024

The data shown in Table 1 and Figure 1 show data on the issuance of non-electronic passports (non-e-passports) and electronic passports (e-passports) in Indonesia during the period from January to October 2024. Overall, the total number of passports issued during this period reached 53,683, with 30,970 being non-e-passports and 22,713 being e-passports. Although the number of non-e-passports is still higher cumulatively, the monthly data reveals an interesting trend related to the shift in public preference towards e-passports.

In January, e-passports had surpassed non-e-passports with a total of 6,780 compared to 4,848. However, in the following months, e-passport issuance declined, especially in March and June. However, a significant increase was seen again in April and October, with e-passport issuance figures reaching 2,928 and 2,060 respectively. October was a key indicator, with the number of e-passports issued reaching almost 60% of the peak in January, indicating a recovery in the adoption trend.

This data reflects that while non-e-passports still dominate in terms of total volume, e-passport adoption is showing positive and consistent growth. The public seems to be increasingly aware of the benefits of e-passports, such as increased biometric security and time efficiency in immigration processes. If this trend continues, e-passports have the potential to become the dominant travel document in the future, in line with the Indonesian government's public service digitalization agenda. The data indicates noticeable fluctuations, particularly in the months following government digitalization campaigns. These fluctuations could be due to factors such as public awareness, marketing efforts, or seasonal travel trends.

Trends and Implications

One of the key findings from the data is the increasing share of e-passports in total passport issuance. Over the 10-month period, e-passports reached a total of 22,713 issuances, compared to 30,970 for non-e-passports. This shift towards e-passports is in line with the Indonesian government's broader digitalization efforts, including public awareness campaigns and increased access to digital passport services. The increasing adoption of e-passports indicates that the public is becoming more comfortable with digital technology, which is expected to continue as more citizens experience the benefits of e-passports, such as enhanced security features and more efficient processing times (Pomerantsev et al., 2021). This trend reflects the global shift towards digital government services, where e-passports play a critical role in increasing efficiency, reducing administrative burdens, and ensuring greater security at border control points (Silva-da-Nóbrega et al., 2022). As digital devices become increasingly integrated into public services, it is likely that the adoption rate of electronic passports will continue to increase, especially as the public becomes more aware of the advantages of biometric data and electronic identification systems (Nesse et al., 2021).

Several factors are driving this trend, including the increased efficiency and security features offered by e-passports. Digitalization efforts, such as online application platforms and integration with biometric data (e.g., fingerprint and facial recognition), have likely contributed to the growing public preference for e-passports. Furthermore, the success of targeted public awareness campaigns has likely increased citizens' trust in new technologies, further driving the shift to e-passports (Nurmandi et al., 2018; Silva-da-Nóbrega et al., 2022). Additionally, the government's commitment to increasing the accessibility of digital services may have contributed to this ongoing shift, as more citizens are encouraged to opt for e-passports due to their perceived convenience and security. As this trend continues, governments may focus on expanding digital platforms and services to meet the growing demand for e-passports and related digital services. This could include investing in digital identity systems or expanding e-government services to other areas of public service (Okkonen et al., 2021; Osborne et al., 2021; Rossi & Tuurnas, 2021). The increasing share of e-passports could also drive further improvements in the efficiency and security of immigration systems globally.

Implications for Management and Policy

The findings in this study, there are a number of strategic recommendations to improve immigration management policies in Indonesia. The government needs to expand the reach of electronic passport (e-passport) issuance services, especially in areas that have not yet received optimal access (Schmidt, 2022; Sun & Andrews, 2023). This step is important to ensure inclusiveness in the digital transformation of immigration services and reduce regional disparities in access to modern travel documents. Investment in technology development, including improving the online passport application platform and integrating biometric systems as a whole, is essential. Digitizing this process will not only speed up service times but will also improve identification accuracy and reduce the potential for identity misuse (Sommarribas & Nienaber, 2021).

A sustained public education campaign is needed to raise public awareness of the benefits of e-passports, especially in terms of data security and ease of travel. This education can be done through social media, service counters, or collaboration with educational institutions and travel agents. The success of e-passport adoption is highly dependent on public understanding of its advantages over conventional passports.

These findings indicate that digital transformation in the immigration sector can be expanded through other e-government initiatives. The government can integrate the e-passport system with other digital services such as e-KTP, e-visa, and the national digital identity system. This integration will create an efficient, secure, and comprehensively connected public service ecosystem. Thus, digital reform in the immigration sector will not only improve services but also strengthen public trust in government institutions and create a foundation for more advanced technology-based public governance.

DISCUSSION

The use of e-passports not only increases security but also increases the efficiency of the immigration process (Adnan et al., 2021). The transition from paper-based to e-passports has led to a dramatic reduction in manual processing times, thereby speeding up the movement of people across borders while ensuring system integrity (Axelsson & Pettersson, 2021; Bendixsen & Eriksen, 2024). In Indonesia, the government has made substantial efforts to modernize immigration services through the adoption of e-passports. This move is part of a broader national initiative to digitize public services and improve the efficiency of public sector operations (Boselie et al., 2021).

The introduction of e-passports in Indonesia not only enhances national security but also increases the accessibility and convenience of immigration services for citizens and international travelers (Abbate et al., 2023). The global adoption of e-passports is part of a broader shift towards digital governance, where countries are increasingly incorporating technology into public administration to improve the security, efficiency, and accessibility of government services (Davidovitz & Cohen, 2022). This shift is not only a technological transformation but also a cultural shift in how governments approach public service delivery in the 21st century. The shift towards e-passports is in line with the broader trend of digital government, where innovation is leveraged to improve the quality of services provided to citizens while reducing costs and increasing efficiency.

These concerns are particularly significant in countries where the legal framework around data protection is not as robust, leading to public resistance to the widespread use of e-passports (Abbate et al., 2023). Furthermore, the high costs associated with implementing an e-passport system, including the development of a secure database, the installation of biometric verification systems at border checkpoints, and the production of e-passport booklets, present a significant financial burden for many countries, especially developing countries (Eriksson & Hellström, 2021; Fumagalli, 2021; Giannakopoulos et al., 2023). Governments should develop and enforce transparent policies on data protection and privacy to assuage public concerns. Despite these challenges, the adoption of e-passports remains an important step towards modernizing immigration systems globally. Silva-da-Nóbrega et al.'s (2022) case study and research underscore the importance of continuous improvement and careful planning in the adoption of such

transformative technologies. The ongoing evolution of this immigration system underscores the critical role of digital technologies in enhancing the safety, security, and convenience of global travel (Huang & You, 2024).

In the context of digital government transformation, studies on efficiency and trust are of great importance (Kaneva et al., 2023; Long et al., 2024). Studies have shown that the adoption of digital technologies in public services, such as e-passports, can significantly increase public trust, especially when these systems are perceived as secure, efficient, and transparent. The importance of building trust is underscored by studies showing that effective communication, robust infrastructure, and stakeholder engagement are key components of a successful digital transition in public services (Sangiorgio et al., 2022).

Governments must ensure that e-passport systems are not only technologically advanced but also transparent in their operation, with clear communication about how personal data is handled and how the system operates. Together, these theoretical frameworks Technology Acceptance Model (TAM), Public Value Theory, and studies on efficiency and trust provide a comprehensive understanding of the factors influencing e-passport adoption and its impact on public service delivery (Määttä et al., 2021; Mazzucato & Ryan-Collins, 2022). Governments should focus on making e-passports efficient and easy to use, while ensuring that the system provides real value to the public and fosters trust in government institutions.

CONCLUSION

Based on passport issuance data in Indonesia from January to October 2024, there is a trend towards increasing adoption of Electronic Passports (e-passports). Although the number of non-e-passports still dominates cumulatively, the spike in e-passport issuance in certain months, such as January, April, and October, reflects the increasing public interest in this digital travel document. This trend is inseparable from the government's digitalization efforts, biometric system integration, and educational campaigns that emphasize the security and efficiency aspects of e-passports. E-passports have proven to be able to simplify the immigration process, accelerate identity verification, and reduce the risk of identity forgery. Therefore, policies that support expanding access, strengthening digital infrastructure, and strict data protection are very important. This transformation is also in line with the national e-government agenda, which aims to improve the quality of public services through the use of technology. The success of e-passport implementation depends not only on technical aspects but also on public trust.

Therefore, a comprehensive approach including transparency, community involvement, and effective communication is key to ensuring the sustainability of this digital transformation. With the right approach, e-passports have the potential to become a new standard in Indonesian immigration services, while strengthening the country's position in the global digital landscape. While this study focuses on passport issuance trends and the impact of e-passports on public service delivery, future research could explore other dimensions of the digital transition. Key areas for further investigation include user satisfaction with e-passport services, particularly in terms of ease of use and perceived security of the system. Additionally, examining the long-term impact of e-passport implementation on immigration control systems, such as its role in preventing identity fraud and enhancing border security, would provide valuable insights into its lasting impact.

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