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IMPLEMENTATION OF INFORMATION SYSTEM APPLICATION POLICY TO IMPROVE THE QUALITY OF RECORDING INVENTORY GOODS AT THE CLASS I TPI CIREBON IMMIGRATION OFFICE

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ABSTRACT

This study aims to identify, explore, and analyze the factors that influence the implementation of an inventory information system application in improving the quality of inventory records at the Class I Immigration Office TPI Cirebon. The implementation of this application is expected to contribute to the realization of good governance through more efficient, accurate, and transparent service and administrative management. This research uses a descriptive qualitative approach with a phenomenological method. Data collection techniques include observation, in-depth interviews, document analysis, and archival research. The informants consist of office leaders, application operators, civil servants, and community service users. Data analysis is carried out through data reduction, data presentation, and conclusion drawing. The results show that the implementation of the inventory information system application has been carried out in both internal and external services. However, it has not yet been optimal due to several challenges, such as limited access via Android devices, the unavailability of integrated service features for inventory recording, and inadequate internet bandwidth. This research provides strategic recommendations for system development to become more adaptive, efficient, and responsive to user needs.

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INTRODUCTION

Today's global developments have driven a massive increase in cross-border population mobility, which has both positive and negative impacts on the national interests of the Republic of Indonesia (Situmeang et al., 2025). In this context, the Directorate General of Immigration plays a strategic role as the institution authorized to regulate the flow of people entering and leaving Indonesian territory and to carry out oversight to safeguard national sovereignty. With the increasing demand for fast, efficient, and transparent public services, the use of information technology has become an absolute necessity, including in the management of state assets (BMN). A

computerized information system can facilitate the recording and management of assets, as well as improve the accuracy and efficiency of public administration services (Mastura, 2025).

The Cirebon Class I Immigration Office, as a technical implementation unit under the Regional Office of the Directorate General of Immigration of West Java Province, has a broad scope of work covering one city and four regencies: Cirebon City, Cirebon Regency, Kuningan, Majalengka, and Indramayu. In carrying out its primary duties and functions, this office handles various immigration services, including immigration traffic, residence permits, immigration enforcement, and administration. However, several fundamental issues remain, including limited human resources (HR) compared to the ever-increasing volume of services. Currently, the Cirebon Class I Immigration Office (TPI) has only 78 employees, who must handle more than 26,000 service requests from January to November 2024. This imbalance has the potential to hinder the achievement of excellent and responsive public services.

In addition to human resource issues, serious obstacles also exist in the inventory recording system. State property (BMN) administration is still carried out manually, resulting in discrepancies between data and actual conditions on the ground. This results in data inaccuracy, undirected purchases, budget waste, and decreased institutional accountability. Ironically, amidst the Ministry of Law and Human Rights' efforts to implement e-Government and digital transformation, the Cirebon Class I Immigration Office (TPI) is still struggling with conventional inventory recording. Data from 2024 shows 417 types of inventory, with a total stock of 94,879 items, while additions reached 136,556 items, and usage reached 94,671 items. This lack of order in data management demonstrates the importance of implementing an integrated and accurate inventory information system.

Public demand for excellent services, such as drive-thru services, weekend services, village immigration, and outreach services, demonstrates the high public expectations of immigration services. One of the most crucial services is passport issuance, which plays a vital role in supporting international mobility and national development (Djuri et al., 2025; Sari et al., 2025).

Extensive research has been conducted on inventory management information systems, both in government and private institutions. For example, Suhandono & Hidayat (2020) examined the state asset management system at the Education Assessment Center and found that information systems can improve the effectiveness of data input and reporting. Slamet Riyadi (2020) also developed an enterprise architecture-based information system model for local governments, emphasizing the importance of integrated system design aligned with organizational structure.

However, previous studies have focused primarily on the technical aspects of system development or operational inventory management, without deeply linking them to the direct implementation of public policy and the quality dimensions of inventory recording as a form of accountable public administration service.

The novelty of this research lies in the phenomenological approach used to explore the meaning of information system application policy implementation from the perspectives of internal bureaucratic actors and service users within the Class I TPI Cirebon Immigration Office. This research views the system not only as a technical instrument, but also as a governance tool directly linked to the principles of

transparency, accountability, and efficiency in public services (Busro, 2018; Mulyana & Solatun, 2007).

Furthermore, this research uncovers the dynamics of factors inhibiting and supporting application implementation, such as internet network constraints, limited integration between services, and human resource readiness – dimensions often overlooked in previous studies (Tarigan & Raharjo, 2021; Zulfa et al., 2023). By addressing the context of the Immigration Office as a vertical central government institution, this study also fills a gap in the literature, which primarily discusses inventory systems at the regional or private sector levels (Sari, 2019; Winata et al., 2024). Focusing on a vertical institution like the Immigration Office presents its own complexities in terms of regulation, authority, and interconnection between central and regional systems that have not previously been widely explored.

The purpose of this research is to gain a deeper understanding of how the inventory information system application is implemented at the Class I Immigration Office (TPI) in Cirebon. This study aims to reveal the extent to which the information system is capable of improving the quality of inventory recording and management, and to identify various factors that influence the effectiveness of its implementation. Furthermore, this study aims to analyze the obstacles encountered in the process of implementing the policy, both in terms of technical aspects, human resources, and supporting infrastructure. Furthermore, this study aims to examine strategic efforts that have been or can be implemented by the Immigration Office to optimize the use of the information system, thereby supporting increased work efficiency, administrative transparency, and accountability in the management of state assets.

LITERATURE REVIEW

Policy Implementation

Policy implementation is, in principle, a means by which a policy can achieve its objectives. Lester & Stewart explain that policy implementation is a legal administrative tool in which various actors, organizations, procedures, and techniques work together to implement a policy to achieve the desired impact or goal (Winarno, 2012). Therefore, implementation is the actions taken by the government to achieve the goals set forth in a policy decision. However, when creating a policy, the government must first assess whether the policy will have a negative impact on society. This ensures that a policy does not conflict with society, let alone harm it.

According to Nugroho (2003), there are two options for policy implementation: directly implementing it in the form of programs and through the formulation of derivative policies. Therefore, the policy implementation described by Nugroho encompasses two options: the first is directly implementing it in the form of programs and options, and the second is through policy formulation. Implementation will always be linked to policy.

There are various implementation models, but the implementation theory model that is relevant to this research is Charles O. Jones's policy implementation model which states that "Policy implementation is an activity intended to operate a program by considering three main activities (Tahir, 2015). According to Jones, these three activities can influence policy implementation. The three activities in question are: 1).

Organization, the formation or rearrangement of resources, units and methods to support the program's running. 2). Interpretation, interpreting the program so that it becomes an appropriate plan and direction that can be accepted and implemented. 3). Application (implementation), related to the implementation of routine activities that include the provision of goods and services.

Information Technology

Information technology (IT), more popularly known as IT, IT, or infotech, is a term used to describe the various definitions of information technology (Harmita, 2025). Information technology is a set of tools that can assist someone in working with information and performing tasks related to information data processing (Tripangesti & Annisa, 2025).

Information technology is not limited to computer technology (hardware and software) used to process and store information, but also includes communication technology for transmitting information. According to Riansyah (2025), information technology is a technology that combines computing (computers) with high-speed communication channels that carry data, voice, and video (Jimmy & Munandar, 2025).

Information technology, both implicitly and explicitly, is not just computer technology but also encompasses telecommunications technology. In other words, information technology is a combination of computer technology and telecommunications technology. An information technology system is something formed in connection with the use of information technology. An information technology system essentially encompasses not only physical components (computers and printers), but also intangible components, such as software, and most importantly, human resources as users and actors (Setiawan & Setiawan, 2025).

The role of information technology today extends beyond organizations to individual needs. For organizations or institutions, information technology can also be used to achieve competitive advantage. Reliable information technology can improve individual performance and provide information to users for decision-making within the organization. Changing the implementation of information technology within an institution requires three key elements: software development, hardware development, and human resources (HR). The use of information technology is applied down to the operational level to improve the quality and productivity of individual work within an organization. Therefore, information technology must be accepted and utilized by all employees within an organization, ensuring that significant investments in information technology procurement are offset by significant productivity gains.

To address this increasingly rapid and dynamic information development, information technology is essential, as it can provide accurate, timely, and useful information for company management. Currently, companies are increasingly using computer-based information processing systems because they not only provide convenience for users but also provide information quickly, relevantly, timely, complete, understandable, and verifiable.

The use of information technology in an organization or agency is generally used to process, store, retrieve, display, and transmit data in various formats and methods,

resulting in information that is useful to its users. Companies are expected to obtain as much information as possible to face the fierce competition in the business world and ensure their survival. The information obtained is expected to assist stakeholders in identifying, resolving, and evaluating problems. Therefore, the information obtained must be of high quality, accurate, timely, and relevant. Accurate means free from errors.

E-Government

Simply put, e-Government can be defined as the utilization of information technology, particularly the internet, within government organizations. As defined by Holmes (2001), "Electronic government is the use of information technology, in particular the internet, to deliver public services in a more convenient, customer-oriented, cost-effective, and altogether different and better way." In his presentation, Holmes stated that in the e-government era, the government's movement in utilizing information technology is directed at meeting government needs to reduce costs and increase efficiency, meet expectations and improve relations with the public, and encourage economic development.

Wlyd, in Akadun (2009), conceptualized the core definition of e-Government, which has three components, known as the 3Ps. These three Ps include:

1. Participants, indicating that e-Government involves at least three parties: the government, the private sector, and the public.
2. Purposes, indicating that the objectives of e-Government can generally be divided into four main themes: communication, dissemination/information collection, payment/fee collection, and permit applications/granting.
3. Processes in e-Government always occur on electronic devices, particularly the internet, whether wired or wireless.

Based on the definition above, it can be concluded that e-Government is the utilization of information technology devices to improve government organizations, both internally and between government organizations, between the government and the public, and between the government and the business world. These changes are aimed at improving government services to stakeholders, namely the public and the private sector.

METHOD

This research used a descriptive qualitative approach with a case study design (Sugiyono, 2013). The informants consisted of 14 individuals: the office head, the head of the administration subsection, the head of general affairs, the head of the information technology section, the head of the immigration traffic section, and staff directly involved in inventory recording. Data collection techniques included in-depth interviews, observation, documentation studies, and literature reviews. Data analysis used the Miles & Huberman model, which includes three stages: data reduction, data presentation, and conclusion drawing/verification. Data validity was strengthened through triangulation of sources and methods (Moleong, 2005).

RESULT AND DISCUSSION

The results showed that all variables had AVE values above 0.5 and CR values above 0.7, which means the measurement items were both valid and reliable.

Implementation of the Inventory Recording Information System Application Policy at the Class I TPI Cirebon Immigration Office

Today's global developments are driving increased mobility of the world's population, resulting in various impacts, both beneficial and detrimental to the interests and livelihoods of the nation and state of the Republic of Indonesia. In addition to policy standards and objectives, another crucial aspect of implementing government programs within the community is the availability of adequate resources, which will undoubtedly facilitate the smooth implementation of a policy. In this regard, the question is how the resources of the Administrative Sub-Division of the Class I TPI Cirebon Immigration Office can improve the implementation of the Inventory Recording Information System Application policy at the Class I TPI Cirebon Immigration Office.

No matter how clear the policy standards and objectives of the Inventory Recording Information System implementation at the Class I TPI Cirebon Immigration Office, and the extent of the authority granted, inadequate resources can hinder the implementation of the Inventory Recording Information System Application policy at the Class I TPI Cirebon Immigration Office. The importance of resource issues includes: the number of employees involved, the required employee skills, information from management and supervision, and various other adjustments.

The Administrative Sub-Division of the Class I TPI Cirebon Immigration Office faced a few challenges in terms of the availability of resources to implement the Inventory Recording Information System Application policy. According to information obtained by researchers during interviews with the Head of General Affairs at the Class I TPI Cirebon Immigration Office, there was a shortage of staff implementing the activities carried out by the Administrative Sub-Division of the Class I TPI Cirebon Immigration Office. This was primarily due to the limited number of staff employed by the Administrative Sub-Division, which only had 15 respondents.

Based on respondents' assessments of the use of the Inventory Recording Information System Application, several responses were expressed, such as the following from the Administrative Division of the Class I TPI Cirebon Immigration Office:

"The Inventory Recording Information System Application is a solution for us as users to assist employees in managing their inventory. With this application, we hope our employees will be satisfied with the service we provide." (representative of the administration division).

The Inventory Recording Information System application is an application used to assist administrative staff in managing inventory. The main purpose of this application is to simplify and shorten the time required to manage incoming and outgoing goods for employees at the Class I TPI Cirebon Immigration Office. This is as stated by the Head of the Immigration Technology and Information Section at the Class I TPI Cirebon Immigration Office:

"By using the Inventory Recording Information System application, incoming and outgoing inventory and out-of-stock requirements can be resolved more quickly. The

easy-to-use application also helps employees check and report out-of-stock items and stock requirements. This saves employees from having to wait long." (Head of the Inventory Recording Information System, Class I TPI Cirebon Immigration Office)

"With the Inventory Recording Information System application, it's easier to retrieve needed items because requests can be submitted through the application. This eliminates the need for manual, time-consuming processes." (Administration Division Employee, Class I TPI Cirebon Immigration Office).

The ease of use of the application, which eliminates the need for lengthy processes, is a problem faced by administrative staff. This is a particular concern for employees at the Class I TPI Cirebon Immigration Office in providing services to employees. Furthermore, the application helps synergize between employee sub- and sectional departments, as stated by one employee:

"The inventory recording information system application facilitates synergy between the application team and the goods supplier. Necessary information regarding goods and their availability can be easily viewed through the application." (employee)

The inventory recording information system application can be a solution for synergizing between application departments/units, helping employees with better and faster processes. With easy access to administrative staff's goods, this is especially true for those requiring urgent items.

Regarding the advantages of using the inventory recording information system application, it has received positive reviews because it reduces fraud from manual systems that are sometimes unrecorded and reduces the wait time for goods to be available. This is as stated by a respondent:

"The implementation of the inventory recording information system application makes it easier for administrative staff to manage inventory. This is intended to prevent the accumulation of items that are not frequently used by staff." (Immigration office treasurer)

The inventory recording information system application provides ease of use because it reduces administrative time and eliminates the need for administrative staff to sort items one by one. This is as stated by a respondent:

"It's easy to use, easy to understand, and can be a solution to simplify the work of administrative staff. At least there's no need to sort items, which takes a long time to manage." (Administration employee)

Filing goods requires a good system for long-term storage and high security, especially for high-value items. The existence of laws regulating the use of electronic systems makes the use of an inventory recording information system application superior to manual recording. This is as stated by a respondent:

"An inventory recording information system application can assist in archiving items for administrative staff. The need for items for administrative staff is crucial, especially in today's fast-paced environment. Supported by the ITE Law, the use of electronic systems to assist administrative staff with their administrative affairs should be even easier." (respondent)

Based on interviews with respondents, the shortcomings of the Inventory Recording Information System application received mixed reviews, but all agreed on server and

internet network issues. This is as stated by one respondent:

"It's an application, so there are bound to be occasional issues, especially if it relies on an internet connection. Furthermore, the condition of office facilities and infrastructure also sometimes experiences problems, which sometimes require technicians to repair. There are still many shortcomings with this application, such as some administrative staff who are unfamiliar with how to use the application due to its age. Furthermore, the application still frequently crashes, requiring repairs. Applications connected to the server still occasionally experience problems. Some office facilities and infrastructure experience damage. Furthermore, server failures require expert assistance, as there are no staff members who can resolve them independently." (respondent)

The interviews revealed that respondents identified various shortcomings in the Inventory Recording Information System application, both in the system and in the facilities and infrastructure that support its operation. This requires special attention from the Cirebon Class I TPI Immigration Office, regarding the server issues that frequently pose a problem. The issuance of the Decree of the Minister of Administrative and Bureaucratic Reform (MENPAN) No. 63/KEP/M.PAN/7/2003, based on the Decree of the Indonesian Consultative Assembly Number XI/MPR/1998 concerning the Clean and Corruption-Free State Administration (KKN), mandates that state officials carry out their duties and responsibilities professionally, productively, transparently, and free from KKN. In facing the era of globalization, state officials must provide the best possible service.

Good public service is oriented towards user satisfaction. The implementation of public service standards as a benchmark for evaluating service quality reflects the commitment or promise from service providers to customers to deliver quality service. Currently, this is done manually. The manual system begins with submitting a claim form and completing a form. This manual system is neither effective nor efficient because the expected time from the application to its completion takes more than one working day. Applicants are often required to incur unnecessary costs. With the availability of the Inventory Recording Information System Application software for online reporting, the complex service mechanism in the Inventory System creation system at the Cirebon Class I TPI Immigration Office will run better. The storage base will be more organized, so that later when searching for the item, the item will be practical to access and reuse. The administration service for managing goods using the Inventory Recording Information System Application software, so that services to goods procurement applicants are more effective and efficient. Effective because the applicant does not need to go through time-consuming service procedures, the applicant can directly fill out the application form by logging in or entering the software so that it does not waste time. Efficient because with the Inventory Recording Information System Application software, the applicant's goods filled in through the application form can be directly entered into the goods management database, the item is immediately processed in just a short time and can be printed. This is very beneficial because the applicant can avoid unnecessary costs and also the applicant does not have to wait a long time for the item to be completed.

The existence of online goods management administration services ensures employees receive service of accountable quality, conveys a focus on customer/user service, serves as a communication tool between customers and service providers in

efforts to improve service, serves as a tool for measuring service performance, and serves as a tool for monitoring and evaluating service performance.

Improving public service performance is absolutely essential, as public services encompass a wide range of aspects of life in the nation. This stems from the primary duties and functions of government, namely delivering and facilitating various public services required by administrative staff, ranging from regulatory services to other services to meet user needs in education, health, utilities, social services, and others. Transparency in goods management administration services is defined as services that are open, simple, and accessible to all parties who need them.

In essence, the implementation of the Goods Recording System Application represents a transformation. The function of information technology within this framework is to facilitate fundamental changes in the process of government administration in the new era. The government is attempting to transform the reality of "citizens in line" into "citizens online." Previously, employees had to queue and wait long periods for services. After the implementation of e-Government, they no longer have to wait long and pay high fees for services, as everything can be done online via smartphone or the internet. Features in the inventory recording information system application make it easy for users to operate.

The quality of administrative services for managing goods in the Cirebon Class I TPI Immigration Office application refers to five dimensions as stipulated in MENPAN Decree No. 63/KEP/M.PAN/7/2003. The service standards are as follows:

1. **Efficiency:** A state that achieves the best ratio between input and output in a public service provider. The use of the inventory recording information system application software at the Cirebon Class I Immigration Office (TPI) results in efficiency in the service mechanism.
2. **Effectiveness:** Achieving predetermined goals. After using the inventory recording information system application software at the Cirebon Class I Immigration Office (TPI) has become more effective, administrative services for managing goods become more effective because they eliminate the need to go through numerous steps to receive services and are no longer performed manually.
3. **Economical:** Users no longer need to pay high prices for inventory management administration services. The inventory recording information system application software is designed to be free.
4. **Easy to access:** Adopting the citizen-online paradigm, users can access it anytime, anywhere, as this software has no time limits.
5. **Trend:** There is a trend towards the rights of every civil servant.

Everyone has the right to access services by accessing them individually. Service accountability is maintained by the bureaucracy. In this case, the Cirebon Class I Immigration Office (TPI) Application apparatus is responsible for the application's success in providing the best possible service to administrative staff. The administration staff's participation in public service delivery is encouraged by upholding the aspirations, needs, and hopes of employees. Users can report complaints about software usage if issues arise. Application apparatus must be non-discriminatory, meaning they should not discriminate based on ethnicity, race,

religion, social class, gender, or economic status in the provision of public services.

Supporting the successful development of the Inventory Recording System Application begins with the apparatus, with human resources allocated to develop the concept. Application apparatus are provided with specific training on operating the Inventory Recording System Application, which is then disseminated to local administrative staff on a continuous basis. To utilize these human resources, the Cirebon Class I Immigration Office has scheduled training sessions for each Application apparatus.

The Recording Application is a form or service model that utilizes digital technology to facilitate administrative staff in receiving good public services. The crucial benefit of having a goods recording application is the realization of a government that is responsible to its administrative employees and the creation of government services that are in sync with user needs.

This research uses Charles O. Jones's theory of policy implementation, which encompasses three aspects: organization, interpretation, and application.

1. Organizational Aspect

The Immigration Office has established an organizational structure and divided tasks to support the implementation of the goods recording application. The Head of Office and the Head of the Administration Sub-Division are primarily responsible. However, challenges remain, such as limited staff and infrastructure issues, such as unstable internet connections. Despite this, some staff have been trained to use the application, and efforts to strengthen infrastructure are ongoing.

2. Interpretation Aspect

Understanding of the application is still uneven. Despite socialization and the development of SOPs, some employees still do not fully understand the procedures and use of the application. This leads to differing perceptions regarding its implementation. Further training is needed to ensure all employees have a shared understanding.

3. Application Aspect (Implementation)

The application has been used for goods recording and has proven to improve data efficiency and accuracy. However, its implementation has not been optimal due to network disruptions and the application's incompatibility with all devices. Nevertheless, the application is considered beneficial, particularly in accelerating and making the recording process more transparent.

In general, policy implementation is underway, but not yet optimal. Improvements are still needed in terms of infrastructure, employee understanding, and system stability so that application implementation can run more effectively and support inventory recording in an accountable and efficient manner.

Fundamental Problems in Implementing the Inventory Recording Information System Application Policy

The inventory recording service delivery is not fully synchronous, as intended. There are inhibiting factors that serve as a reference and concern for service providers at the Class I TPI Cirebon Immigration Office, which aims to improve service quality.

Based on research, the most fundamental problem in implementing the inventory information system application policy at the Class I TPI Cirebon Immigration Office is the suboptimal utilization of the application by employees. This is due to several factors, including limited technical understanding, lack of training, and the lack of written operational procedures to serve as implementation guidelines.

Field findings indicate that some employees still do not fully understand the application's operating procedures, particularly when it comes to inputting and updating inventory data. Employees unfamiliar with information technology-based systems tend to experience difficulties and ultimately revert to manual recording, resulting in discrepancies between physical and digital data. Furthermore, the lack of clear and documented Standard Operating Procedures (SOPs) contributes to the inconsistent implementation of inventory recording. This results in differing interpretations of task execution and potential errors in inventory reporting.

Infrastructure is also a fundamental issue. Some work units lack adequate computer equipment or experience internet network issues, hampering data entry. Furthermore, a lack of oversight and monitoring from direct superiors also impacts the successful implementation of this policy. Therefore, it can be concluded that the most fundamental issue lies in the organization's internal readiness to adopt information systems-based policies, both in terms of human resource competency, supporting facilities and infrastructure, and an effective monitoring and evaluation system.

Another issue is that some facilities are not yet operational because they are incomplete and therefore unsuitable for service delivery. Synchronization, using Article 26 of Government Regulation of the Republic of Indonesia Number 82 of 2012 concerning the Implementation of Electronic Systems and Transactions, states:

1. Electronic System Providers are required to provide features that align with the characteristics of the electronic system they use.
2. The features referred to in paragraph (1) must include at least the following facilities:
 - a. Making corrections;
 - b. Canceling commands;
 - c. Providing confirmation or reconfirmation;
 - d. Determining whether to continue or stop the next activity;
 - e. Viewing information provided in the form of contract offers or advertisements;
 - f. Checking the success or failure of a transaction; and
 - g. Reading the agreement before making a transaction.

In addition to the inhibiting factors mentioned above, another obstacle is that Application personnel are only provided with training on how to operate the application, with no technical troubleshooting steps yet. This training is limited to operational use and does not address network issues when experiencing dilemmas or difficulties using the application. The limited number of resources related to service providers results in IT team leaders/teams holding multiple positions with their personnel. According to Article 24 of Government Regulation of the Republic of Indonesia Number 82 of 2012 concerning the implementation of electronic systems and transactions, the following provisions state:

1. Electronic System Providers must educate users of electronic systems.
2. The education referred to in paragraph (1) shall at least cover the rights, obligations, and responsibilities of all relevant parties, and the submission mechanism.
3. Lack of employee understanding of gadget utilization leads to a lack of socialization regarding the use of software provided by application officials, as in the current era, technological understanding is still limited and the customs of software use are still lacking.

Policies Implemented to Optimize the Implementation of the Inventory Information System Application Policy at the Class I TPI Cirebon Immigration Office

Efforts that can be made to optimize the implementation of the inventory information system application policy at the Class I TPI Cirebon Immigration Office include:

1. Strengthening Human Resource Capabilities
 - a. Education and Training (Diklat): Optimizing the implementation of education and training to improve the knowledge, skills, and attitudes of implementing officials. This training should be directed at ensuring employees can carry out their duties professionally according to the agency's needs.
 - b. Socialization and Ongoing Development: Improving the quality and quantity of implementing employees through socialization of implementation policies and procedures, as well as conducting ongoing development and supervision.
 - c. Employee Motivation: Motivating employees by providing rewards and sanctions based on clear, transparent, and accountable assessment standards.
2. Improving Facilities, Infrastructure, and Application Systems
 - a. Ensuring the Availability of Facilities and Infrastructure: Ensuring the availability of adequate work facilities and infrastructure to support the implementation of the inventory recording system application policy.
 - b. Network Infrastructure Improvement: Addressing issues with inadequate internet connectivity, for example by selecting a more stable network provider so that the application can continue to be used even during bad weather or power outages.
 - c. Feature and System Improvement: Implementing improvements to facilities or service features within the application that are not yet functional so that they can be used immediately. Furthermore, improvements to the system and monitoring and evaluation mechanisms for application implementation are needed to ensure a more professional and accountable process.
3. Strengthening Organizational Commitment and Discipline
 - a. Leadership Commitment: Strengthening the commitment of leaders to consistently record inventory through the established application system.
 - b. Implementer Commitment: Encouraging increased joint commitment from implementers to work in accordance with applicable laws and regulations and Standard Operating Procedures (SOPs).
 - c. Discipline Enforcement: Enforcing proper discipline among application implementers to ensure the process runs as planned.

The development of technology, information, and computers has influenced governance in Indonesia. The Ministry of Immigration and Correctional Services,

specifically the Cirebon Class I Immigration Office (TPI), has utilized computer technology to achieve good governance through the implementation of e-Government in the form of an Inventory Recording Information System Application. Good service is related to the performance of the apparatus, making the apparatus a determining factor in the government's success in serving the public. To optimize the Inventory Recording Information System Application policy at the Cirebon Class I Immigration Office (TPI), based on the author's observations and interviews, this can be achieved by strengthening the capabilities of apparatus resources through education and training.

Human resources are a strategic and fundamental factor within the Cirebon Class I Immigration Office. Compared to other factors, human resources are the most valuable and decisive asset within an organization. The role of human resources is crucial for the organization's success or failure in achieving its stated vision and mission. Human resources, both human capital and intellectual capital, determine the effectiveness of other organizational factors such as capital, equipment, organizational technology, and structure. To achieve the national goals as stated in the Preamble to the 1945 Constitution, Civil Servants, as the primary human resource component of the state apparatus, play a highly strategic role in carrying out government and development tasks. To enhance the role and duties of government apparatus, education and training are necessary to improve employee performance.

The implementation of Civil Servant Education and Training at the Cirebon Class I Immigration Office (TPI) is directed at improving the knowledge, skills, and attitudes of civil servants so that they can carry out their duties and positions professionally according to the agency's needs, thereby achieving optimal employee performance. Civil Servant Education and Training at the Cirebon Class I Immigration Office (TPI) is an essential factor in improving employee performance. Because education and training are the primary means or instruments for developing the knowledge, skills, and attitudes of civil servants, the policy direction for civil servant human resource development at the Cirebon Class I Immigration Office (TPI) must optimize the implementation of education and training. Through these policies, it is hoped that the implementation of the inventory information system application at the Class I TPI Cirebon Immigration Office can run more optimally and be able to support the realization of accurate, efficient, and accountable inventory management.

CONCLUSION

The implementation of the Inventory Recording Information System Application policy at the Class I Immigration Office (TPI) in Cirebon has not been optimal. Based on Charles O. Jones' theory, the main weaknesses lie in the interpretation and application aspects, primarily due to poor employee understanding, the lack of written SOPs, and limited infrastructure and network. Although this application effectively accelerates service processes and provides cost efficiency, its success is hampered by minimal training, lack of leadership commitment, and technical constraints. Optimization can be achieved through increasing human resource capacity, providing adequate infrastructure, and strengthening monitoring and discipline in system implementation.

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