

**TANTANGAN YANG DIHADAPI KANTOR IMIGRASI KELAS I
TPI PADANG DALAM MEMBERIKAN PELAYANAN PUBLIK
BAGI WARGA NEGARA ASING (WNA) YANG INGIN MELAKUKAN
PENGURUSAN VISA ON ARRIVAL (VOA)**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis tantangan yang dihadapi oleh Kantor Imigrasi dalam memberikan pelayanan publik bagi Warga Negara Asing (WNA) yang ingin mengurus Visa on Arrival (VOA). Data dikumpulkan melalui wawancara dengan petugas imigrasi, serta observasi langsung pada proses pengurusan visa. Hasil penelitian menunjukkan bahwa tantangan utama yang dihadapi meliputi pemohon yang meminta percepatan waktu, ketidaklengkapan persyaratan, dan kendala komunikasi akibat perbedaan bahasa. Meskipun demikian, beberapa upaya telah dilakukan untuk mengatasi tantangan ini, seperti pelatihan berkala untuk petugas, peningkatan infrastruktur teknologi, dan update di media sosial dan website. Kesimpulannya, meskipun terdapat berbagai tantangan, Kantor Imigrasi tetap berupaya meningkatkan efektivitas pelayanan publik bagi WNA dalam proses pengurusan Visa on Arrival.

Kata kunci: Tantangan, Imigrasi, Pelayanan Publik, Warga Negara Asing (WNA), *Visa On Arrival (VOA)*.

**CHALLENGES FACING CLASS I IMMIGRATION OFFICE TPI
PADANG IN PROVIDING PUBLIC SERVICES FOR FOREIGN CITIZENS
WHO WANT TO PROCESS VISA ON ARRIVAL (VOA)**

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ABSTRACT

This research aims to overcome the challenges faced by the Immigration Office in Providing public services to Foreign Citizens who wish to apply for a visa on arrival (VOA). Data collection was carried out through interviews with immigration officers, as well as direct observation of the visa processing process. The research results show that the main challenges faced include requests for time acceleration, incomplete requirements, and communication barriers due to language differences. However, several efforts have been made to overcome these challenges, such as regular training for officers, improving technological infrastructure, and updating social media and websites. In conclusion, despite various obstacles, the Immigration Officer continues to strive to improve the effectiveness of public services for foreigners in the Visa On Arrival processing process.

Keywords: Challenges, Immigration, Public services, Foreign Citizens, Visa On Arrival (VOA).