

Strategi Adaptasi Kantor Imigrasi Soekarno Hatta Saat Gangguan Sistem Imigrasi Pada Sistem Border Control Management = Adaptation Strategies of Soekarno-Hatta Immigration Office During Immigration System Disruptions in the Border Control Management System

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Abstrak

Sistem Border Control Management (BCM) di Tempat Pemeriksaan Imigrasi (TPI) Soekarno-Hatta, memainkan peran strategis dalam pengawasan perbatasan. Namun, gangguan teknis pada sistem ini menimbulkan risiko signifikan, termasuk ancaman keamanan dan penurunan efisiensi operasional. Penelitian ini bertujuan untuk menganalisis faktor yang memengaruhi ketahanan organisasi dan mengembangkan strategi adaptasi yang efektif dalam menghadapi gangguan BCM.

Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif, berdasarkan teori ketahanan organisasi oleh David Denyer. Data dikumpulkan melalui wawancara mendalam, analisis dokumen, dan observasi langsung, serta dianalisis menggunakan metode triangulasi data untuk memvalidasi temuan dari berbagai sumber. Hasil penelitian menunjukkan bahwa kesiapan sumber daya manusia (SDM), efektivitas prosedur operasional standar (SOP), serta koordinasi lintas fungsi menjadi elemen utama dalam mendukung ketahanan organisasi di TPI.

Strategi adaptasi yang diterapkan mencakup penguatan kapasitas SDM melalui pelatihan, koordinasi, pembuatan SOP secara komprehensif dan pemanfaatan teknologi secara optimal guna mengatasi gangguan sistem. Rekomendasi mencakup penguatan koordinasi lintas fungsi, pembaruan kebijakan operasional, dan pengembangan teknologi pemulihan sistem untuk memastikan keamanan dan efisiensi operasional.

.....The Border Control Management (BCM) system at the Immigration Checkpoint (TPI) of Soekarno-Hatta plays a strategic role in border surveillance. However, technical disruptions in this system pose significant risks, including security threats and decreased operational efficiency. This study aims to analyze the factors influencing organizational resilience and develop effective adaptation strategies to address BCM disruptions.

This research employs a qualitative method with a descriptive approach, grounded in David Denyer's theory of organizational resilience. Data were collected through in-depth interviews, document analysis, and direct observation, and analyzed using data triangulation to validate findings from various sources. The results indicate that human resource (HR) readiness, the effectiveness of standard operating procedures (SOP), and cross-functional coordination are key elements in supporting organizational resilience at the TPI.

The implemented adaptation strategies include strengthening HR capacity through training, enhancing coordination, developing comprehensive SOPs, and optimizing technology utilization to address system disruptions. The recommendations focus on reinforcing cross-functional coordination, updating operational policies, and developing system recovery technologies to ensure security and operational efficiency.