

Communication Pattern of Intelligence and Action Field of Class I Special Immigration Office TPI Makassar in Supervising Foreigners

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Abstract. This study aims to examine, identify and describe the communication patterns of the Intelligence and Enforcement Field of the Makassar Class I TPI Immigration Office in the supervision of foreigners. This research approach uses qualitative research. Data were obtained through observation, in-depth interviews, literature study and documentation. The research was conducted at the Makassar Class I TPI Immigration Office and Makassar Immigration Detention Center with the object of research being foreigners who have been examined by immigration officers. Data collection techniques using interview methods and data analysis techniques using the Miles and Huberman model. The results showed that in the communication pattern of immigration officers and foreigners at the Makassar Class I TPI Immigration Office was carried out directly with the interview method. The interview process is carried out with questions and answers between Immigration Officers and Foreigners with immigration officers being more dominant in the communication process. In the examination process, foreigners are given the opportunity to clarify their presence and activities as well as violations if there are suspected violations. The communication pattern formed in the supervision of foreigners is a chain communication pattern between Immigration Officers, foreigners and translators/guarantors if needed.

Keywords: *Communication Patterns, Foreigner Supervision, Immigration Office Class I TPI Makassar*

Received: July 14, 2025

Revised: August 11, 2025

Accepted: September 16, 2025

INTRODUCTION

Indonesia boasts diverse tourism potential, from natural to cultural, making it a key player in attracting international tourists. According to data from the Central Statistics Agency (BPS), the number of foreign tourists visiting Indonesia has increased significantly since the COVID-19 pandemic, although it has not yet reached the 2019 figure. In 2019, the number of tourists entering Indonesia reached 16,106,954. The large number of foreigners entering and leaving Indonesia certainly has the potential to have a positive impact on the country (Hugo, 1995; Lipsey & Sjöholm, 2011; Hampton, 2003). This will increase state revenue, create jobs for local residents, improve foreign language skills, preserve culture, and promote Indonesia globally.

The presence of these foreigners does not always have a positive impact. Some foreigners have motivations and activities that have the potential to negatively impact the country and society (Semyonov et al., 2008; Abdul-Rahman et al., 2012; Van et al., 2004). In fact, these foreigners often engage in illegal activities and immigration violations. This undoubtedly impacts

national security and order, potentially disrupting national stability. To safeguard the nation's interests from these negative impacts, oversight of foreigners is necessary.

The Immigration Agency is the leading sector in overseeing foreigners, as stipulated in Article 1 Paragraph (6) of Law Number 6 of 2011 concerning Immigration, which states that the Directorate General of Immigration is the implementing agency in carrying out the duties and functions of the Ministry of Law and Human Rights in the field of immigration. The function of immigration is outlined in Article 1 Paragraph (3) of Law Number 6 of 2011 concerning Immigration. Law No. 6 of 2011 concerning Immigration, which is part of the state government's responsibility to provide immigration services, law enforcement, state security, and facilitate community welfare development. Furthermore, Article 1 paragraph (11) states that the Immigration Office is a technical implementation unit that carries out immigration functions in a city, district, or sub-district.

The Makassar Class I Special Immigration Office for the Indonesian Immigration Service (TPI) is a technical implementation unit based in Makassar City. The Makassar Class I Special Immigration Office for the Indonesian Immigration Service (TPI) has a working area of 11 regions, consisting of 1 city and 10 districts. In carrying out its supervisory function, the Makassar Class I Special Immigration Office (TPI) has conducted supervisory activities including administrative supervision of foreign nationals, independent operations, joint operations, and Timpora (Sports and Youth) coordination. In 2023, administrative supervision of foreign nationals was carried out 62 times, independent operations 8 times, joint operations 2 times, and Timpora (Sports and Youth) coordination 6 times.

From January 2024 to August 2024, the Makassar Class I Special Immigration Office (TPI) recorded that it had conducted 38 administrative monitoring activities for Foreign Citizens, 1 independent operation, 1 joint operation, and 3 Timpora Coordination operations. Immigration oversight is crucial because many immigration violations can potentially occur while foreigners are in Indonesia, such as misuse of stay permits, overstaying, human smuggling, being and/or residing in Indonesian territory without valid travel documents, and so on. To address these immigration violations, enforcement actions are carried out in the form of immigration administrative actions and/or criminal proceedings (Motomura, 2011; Aliverti, 2012; Vogel et al., 2009).

Law No. 6 of 2011 concerning Immigration outlines two types of law enforcement processes for handling violations: administrative legal action and criminal legal action (Nguyen & Gill, 2016; Sklansky, 2012). The legal basis for administrative legal action is stipulated in Article 75 Paragraph 1 of Law No. 6 of 2011 concerning Immigration, which states that Immigration Officers are authorized to take administrative immigration action against foreigners in Indonesian territory who engage in dangerous activities and are reasonably suspected of endangering public security and order, or who disrespect or disobey laws and regulations.

The types of Immigration Administrative Actions are explained in Article 75 Paragraph 2 of Law Number 6 of 2011 concerning Immigration. This article explains that Immigration Administrative Actions as referred to in paragraph (1) may include inclusion in the Prevention or Deterrence list, restrictions, changes, or cancellation of Residence Permits, prohibitions on residing in one or more specific locations within the Indonesian Territory, the requirement to reside in a specific location within the Indonesian Territory, the imposition of fees, and/or Deportation from the Indonesian Territory.

In 2023, the Makassar Class I Special Immigration Office for the Indonesian Immigration Office implemented several Immigration Administrative Actions, including requiring residents to remain in a specific location within the Indonesian Territory (detention) 18 times and Deportation 16 times. Article 66 paragraph (2) letter b of Law Number 6 of 2011 concerning Immigration emphasizes that the function of immigration supervision includes, among other things, monitoring the movement of foreigners entering or leaving Indonesian territory, as well as monitoring the presence and activities of foreigners in Indonesian territory.

This serves as the primary basis for monitoring the presence and activities of foreigners in Indonesia. Furthermore, in accordance with Article 68 paragraph (1) letter c of Law Number 6 of 2011 concerning Immigration, it is emphasized that immigration supervision of foreigners is carried out during visa issuance, entry or exit, and the granting of residence permits, with supervision of the presence and activities of foreigners in Indonesian territory.

According to Gunawan et al. (2023) and Syahrin et al. (2024), Efforts to implement immigration supervision include implementing a selective policy, namely implementing a policy that takes into account the balance between the Prosperity Approach and the Security Approach. This policy states that only foreigners who provide benefits and do not have the potential to endanger the country are permitted to enter Indonesian territory. To streamline the foreigner surveillance process, interaction is essential for the organization to run smoothly. Communication is essential as a means of interaction and to convey information related to immigration violations, both between employees and foreigners (Dennison, 2022; Suklun, 2014). A structured communication pattern is needed to convey messages and information clearly and systematically, ensuring accurate communication.

Furthermore, an effective communication pattern can reduce misunderstandings and minimize ambiguity. Researchers observed several communication patterns formed from a series of interactions occurring during the foreigner surveillance process by the Intelligence and Enforcement Division of the Makassar Class I Special TPI Immigration Office. These communication patterns are the "wheel" communication pattern and the "chain" communication pattern. The "wheel" communication pattern is implemented in the form of meetings or briefings to share information, suggestions, opinions, and strategies for implementing foreigner surveillance. The chain communication pattern occurs when the surveillance is about to be implemented. It begins with the Head of the Office and continues until immigration officers meet with the foreigner to conduct the surveillance in the field.

METHODS

This research employed a qualitative descriptive research method. This method was chosen to comprehensively explore the social situation being studied. Furthermore, it is suitable for obtaining a picture of communication between officers and officers, as well as officers and strangers. states that qualitative research is the process of exploring and understanding the meaning of individual and group behavior, describing social or humanitarian issues. The research process includes developing tentative research questions and procedures, collecting data in participant settings, analyzing the data inductively, building partial data into themes, and then interpreting the meaning of the data. The final activity is compiling a report in a flexible structure.

Managing the Researcher's Role

Qualitative research is exploratory in nature, designed to discover something new. Due to its exploratory nature, the researcher will be guided by their own thoughts and experiences and those of informants who provide guidance. Research results will not be value-free and will be subjective to the thoughts and experiences of the researcher and informants themselves. Ten researchers examining the same subject will produce ten different pieces of information. This occurs because each researcher has a different perspective on the subject, knowledge, and experience. It can be concluded that research results using qualitative research methods will be subjective to the researcher's thoughts. In a qualitative research design, the researcher is a human instrument, meaning the research instrument is the researcher themselves. In this case, the researcher's role in this study is as a participant-observer, as the researcher is a Civil Servant assigned to the Class I Special TPI Makassar Immigration Office, specifically in the intelligence and immigration enforcement division, which carries out Foreigner Surveillance activities. The research location is at the Class I Special TPI Makassar Immigration Office. The research was conducted from May 2024 to June 2025.

Data Sources

Primary data is data obtained directly from the research object or field without intermediaries. This information and data are obtained through in-depth interviews, observations, and other means. Secondary data is data obtained indirectly from the research object or field. This data typically comes from notes, books, diagrams, graphs, or tables containing information, websites, regulations, and government documents.

Data Collection Techniques

Polkinghorne (2005) defines an interview as "a meeting of two people to exchange information and ideas through questions and responses, resulting in communication and the joint construction of meaning about a particular topic." An interview is a meeting of two people to exchange information and ideas through questions and answers, thereby constructing meaning on a particular topic. Sugiyono Lestari, (2021) Interviews aim to obtain data by communicating with respondents to obtain deeper data and information related to the topic being studied. Nuraeni et al. (2022) states that "through observation, the researcher learns about behavior and the meaning attached to that behavior." Through observation, researchers learn about behavior and the meanings attached to that behavior. According to Patton in Morgan et al. (2017), the benefits of observation are as follows: Through field observation, researchers are better able to understand the context of the data within the overall social situation, thus gaining a holistic or comprehensive view. Observation provides direct experience, enabling researchers to use an inductive approach, thus not being influenced by previous concepts or views. The inductive approach opens up the possibility of discovery. Through observation, researchers can see things that others, especially those within the community, may not notice or ignore because they are considered "normal" and therefore not revealed in interviews.

Through observation, researchers can discover things that respondents would not normally reveal in interviews due to their sensitivity or desire to conceal them because they might harm the institution's reputation. Through observation, researchers can discover things beyond respondents' perceptions, thus obtaining a more comprehensive picture. Through field observations, researchers not only collect rich data but also gain personal impressions and experience the atmosphere of the social situation being studied. (Sugiyono & Lestari, 2021) Literature review relates to theoretical studies and other references related to the values, culture, and norms that develop in the social situation being studied. (Sugiyono & Lestari, 2021) Furthermore, researchers plan to use references from regulations, rules, and government documents as data and information sources. This study will utilize documents issued by the Intelligence and Enforcement Division of the Class I Immigration Office, Makassar Special TPI Immigration Office. This research uses the Miles and Huberman data analysis model. Sechelski & Onwuegbuzie (2019) stated that qualitative data analysis activities are carried out interactively and continuously until complete, resulting in data saturation.

The activities in data analysis include data reduction, data display, and conclusion drawing or verification. The main activity in any research is collecting data. In quantitative research, data collection generally uses questionnaires or closed-ended tests. The data obtained is quantitative. This data is then analyzed statistically. In qualitative research, data collection involves observation, in-depth interviews, and documentation, or a combination of the three (triangulation). Data collection takes days, perhaps months, resulting in a substantial amount of data. In the initial stage, researchers conduct a general exploration of the social situation or object under study, recording and photographing everything they see and hear. This results in a vast and varied collection of data. The data obtained from the field is quite extensive, therefore, it needs to be recorded carefully and in detail. As previously stated, the longer a researcher spends in the field, the greater the volume, complexity, and complexity of the data. Therefore, it is necessary to immediately analyze the data through data reduction. Reducing data means summarizing, selecting, and sorting the main points, focusing on important points, and searching for themes and patterns. Thus, the reduced data will provide a clearer picture and make it easier

for researchers to collect further data and search for it when needed. Data reduction can be assisted by electronic equipment such as minicomputers, by assigning codes to certain aspects. (Sugiyono & Lestari, 2021).

After data reduction, the next step is data display. In qualitative research, data presentation can be done in the form of brief descriptions, charts, relationships between categories, flowcharts, and the like. The most frequent form of data display for qualitative research data in the past has been narrative text. Narrative text is the most frequently used method for presenting data in qualitative research. (Sugiyono & Lestari, 2021). According to Miles and Huberman, the fourth step in qualitative data analysis is drawing conclusions and verifying them. Initial conclusions are still tentative and will change if strong supporting evidence is not found in subsequent data collection stages. However, if the conclusions put forward in the initial stage are supported by valid and consistent evidence when the researcher returns to the field to collect data, then the conclusions put forward are credible.

Validity Checking of Findings/Conclusions

In this study, the researchers tested the validity of the data using a credibility test. Testing the credibility of the data, or trustworthiness of the qualitative research results, includes extending observations, increasing research diligence, triangulation, discussions with colleagues, negative case analysis, and member checking.

Research Stages and Schedule

This research will go through several stages, including: research proposal consultation, revision and approval, proposal seminar, research implementation, research results consultation, research results seminar, consultation, and closing examination. The research work schedule is as follows:

RESULTS AND DISCUSSION

The results show that the Intelligence and Enforcement Division is based on two prevailing communication patterns, the wheel (centralized briefing) and the chain (sequential reporting). These are consistent with classical organizational communication models (Mendrofa, 2019). But their organizational efficiency is not the only implication of their implications in immigration surveillance. Hierarchical power and control are enhanced by the wheel-form, in which all the instructions are passed down to officers, guided by the Head of Division. Though efficient in solving a complex operation, it lacks an open discussion and creativity among the officers; a situation that the organizational communication theory would state, renders the organization less adaptive to a fast-changing situation. Similarly, the chain pattern emphasizes the command-and-control forms, but, in fact, can delay the response or change the meaning, especially when translation and intercultural adaptations are required. This shows that there is a structural bias to authority which influences how foreigners view the process: obvious, yet intimidating.

Interview Results

Input: Information and Data Sources

In research using the Input, Process, and Output theory, the study begins by examining the information sources for a problem or phenomenon. Foreigner surveillance activities begin with data from various sources. In the Immigration Surveillance Standard Operating Procedures, Immigration Officers obtain references for surveillance from several sources, such as the Immigration Management Information System (SIMKIM), investigation reports, public complaints, print/electronic/social media, relevant agencies, and other sources. The researcher interviewed an immigration officer named Agha Dwi Mahendra, who is directly involved in foreigner surveillance activities. The interview with the immigration officer is as follows:

"The information used by officers to monitor the movement of foreigners comes from public information, public reports, and our internal systems. Data related to the identity and

citizenship status of individuals entering or leaving the country is sourced from internal sources related to traffic data. The types of information officers receive from the immigration system include passports, visas, residence permits, and the guarantor's residence." (Results of Agha Dwi Mahendra's interview at the Makassar Class I Special Immigration Office)

This information was corroborated by another Immigration Officer, Syahril Rahman. In his statement, he stated:

"The information comes from several sources, including the immigration service system, public reports, and various social media platforms. Regarding the identity of foreigners, it comes from immigration service data. Furthermore, regarding data on foreigners' crossings, we obtain information from the airport immigration information system from immigration officers at the airport. The immigration system contains data on the date of foreigners' crossing, their nationality, visa, and residence permit." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office).

Furthermore, researchers interviewed an immigration officer named Nurlinda Alla regarding this matter. In her statement, she stated:

"The sources of information came from reports or information from the public, accommodations, and government officials. Furthermore, information also came from the immigration information system and data from the foreigner residence permit issuance department. There was also data related to foreigners from airport crossing data. The types of information included the residence permit used by the foreigner, the purpose of entry into Indonesia, the foreigner's address in Indonesia, and data related to their guarantor or sponsor." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office)

After obtaining a referral regarding the foreigner, officers then held a briefing to detail the issues before conducting the foreigner surveillance. As an immigration officer explained:

"Before conducting the surveillance, we held a briefing first. At that time, we gave a presentation and discussed data and facts regarding the foreigner, as well as developing a surveillance strategy." (Interview with Agha Dwi Mahendra at the Makassar Class I Special Immigration Office, TPI).

The interview excerpt shows that there was discussion and analysis of the problem within the group.

Previously, the briefing schedule was communicated via WhatsApp. The briefing was led directly by the Head of Division and/or accompanied by the two Section Heads. The Head of Division presented various points concerning the activities of the Intelligence and Immigration Enforcement Division, one of which was related to the supervision of foreigners. In this case, the Head of Division or Section Head acted as the meeting leader, directing the communication. Although the Head of Division or Section Head led the meeting, this did not prevent participants from providing suggestions and opinions regarding the reference material for foreigner supervision. This is according to a statement from an immigration officer named Nurlinda Alla. Her statement was as follows:

"The meeting was led by the Head of Division, the Head of Section, or the Immigration Officer appointed by the Head of Division to lead the meeting. The information conveyed related to the foreigner supervision activities that would be taking place in the field. During the meeting, the leader was serious at times, and at other times joked to lighten the mood. After the presentation, the leader asked for suggestions and opinions from the participants, and we, the participants, responded with our feedback." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office (TPI)

This was confirmed by Rio Pratama, Head of the Enforcement Section of the Makassar Class I Special Immigration Office (TPI). In the interview, he said:

"The meeting went smoothly and relaxed. We asked for information, suggestions, and opinions from the meeting participants. This is useful in the practice of monitoring foreigners. Sometimes the meeting was interspersed with jokes and stories, but the stories still related to what was discussed." (Interview with Rio Pratama at the Makassar Class I Special Immigration Office)

The meeting results were then proposed to the Head of the Office. The Head of the Office then conveyed the decision regarding the monitoring to the Head of the Division. The Head of the Division then conveyed the decision to the Head of the Section. The Head of the Section then appointed an immigration officer who would carry out the monitoring of the foreigners. A Warrant for the monitoring of foreigners was then issued, signed by the Head of the Office. This is as explained by Rio Pratama, Head of the Enforcement Section. In his interview, he stated:

"The meeting results are then proposed to the Head of Office. The Head of Office then conveys the supervisory decision to the Head of Division. The Head of Division then conveys the decision to the Head of Section. The Head of Section then appoints an immigration officer to supervise the foreigner. A Warrant is then issued for the supervision of the foreigner, signed by the Head of Office." (Interview with Rio Pratama at the Makassar Class I Special Immigration Office, TPI)

Initial Communication in Foreigner Supervision

There is an intrinsic unequal power dynamic between the officers and the foreigners. The interview process is dominated by officers who ask most of the questions and who set the pace of information flow. Though the foreigners are provided with space to explain or justify themselves, the chance is in a context where officers have already established the structure of the exchange. Within an intercultural communication context, it is a high-power-distance environment (Hofstede, 2001), where power is taken seriously but can potentially gag the less powerful one. Though the officers stress to show humane gestures, smiles, greetings, or small talk, they are not enough to address the imbalance in the structure. As a result, communication becomes ineffective: the process is effective and ensures compliance but does not necessarily promote a true understanding and trust.

In immigration supervision, as explained in the Standard Operating Procedure, Immigration Officers meet foreigners in person, introduce themselves, and present their Duty Order. The officer then asks the foreigner to show their immigration documents. While examining their immigration documents, the officer also conducts an interview regarding their whereabouts and activities in Indonesia. Regarding this, the author interviewed an immigration officer named Syahril Rahman, who is directly involved in foreigner supervision. The results are as follows:

"Initially, we inform the foreigner and inquire about their health. Then, during supervision, we use formal and informal approaches, depending on the circumstances. The informal approach is used when the foreigner cannot communicate fluently due to language barriers. If such problems arise, we use the services of a translator or translation application." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office for the Indonesian Immigration Office)

The interview excerpt above reveals that the communication process in supervision is conducted primarily through face-to-face and interpersonal methods. In addition, there are positive actions such as sharing news and inquiring about health, which are positive actions that appear friendly. Furthermore, the involvement of an interpreter in communication creates a circular communication pattern between the immigration officer, the foreigner, and the interpreter. It was also mentioned that immigration officers also use translation apps. This indicates that in certain cases, immigration officers engage in secondary communication. After inquiring about the foreigner's health and well-being, immigration officers then inquire about the foreigner's language skills to ensure effective and efficient communication. As stated by Agha Dwi Mahendra, an immigration officer involved in monitoring foreigners, he stated:

"Initially, we ask about the foreigner's Indonesian language skills. To facilitate the monitoring process, we usually use an informal approach so that the foreigner feels less stressed. If the foreigner has language barriers, we use an interpreter." (Interview with Agha Dwi Mahendra at the Makassar Class I Special Immigration Office)

From the interview excerpt above, it can be concluded that immigration officers ask questions related to language skills to solicit information. Afterward, the immigration officers communicate regarding the substance of the foreigner's monitoring. Immigration officers dominate communication by asking questions related to the foreigner's personal information. In this regard, researchers interviewed an Immigration Officer named Nurlinda Alla. She stated:

"In our communications, we usually ask for information related to the foreigner's personal data, such as their address, activities, and purpose of stay in Indonesia. Our approach is humane, without excessive pressure, so that the monitoring process is effective and efficient." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office for the Indonesian Immigration Service)

From the interview excerpt, it can be concluded that immigration officers ask a number of questions to obtain information related to the substance of the foreigner's monitoring. In practice, immigration officers demonstrate friendship and employ a humanistic approach. These statements are supported by the statement of the researcher's informant, Jagdev Singh, an Egyptian citizen who is suspected of violating Article 119 Paragraph 1 of Law Number 6 of 2011 concerning Immigration for not possessing a passport or visa. In an interview with researchers, a foreigner stated:

"Initially, the officer asked about my health and language skills, then asked about my passport and visa. After that, because I didn't have a passport or visa/residence permit, I was immediately told to pack my clothes and taken to the Immigration Office for further questioning." (Interview with Jagdev Singh at the Makassar Immigration Detention Center).

Verification Process and Message Delivery During Foreigner Surveillance

The views of foreigners that were interviewed are highly informative. Examples include Jagdev Singh reporting being asked about his health and then being taken inside to be questioned without documentation, and Oussama Mansouri reporting that officers smiled and used no harsh words when inspecting his overstay. Such reports indicate that, though the procedures were described quite well, the experience still felt intimidating because of the power imbalance. The perceptions of foreigners thus swung in the direction of transparency (understanding the purpose of action) and intimidation (being taken by surprise). This echoes the literature on surveillance as an agent of order and more evidently, as an agent of perceived coercion (Askari, 2022; Gori & Simamora, 2020). Against these sought impressions lies much crude opposition of efficacy, not only the success of the machineries of the officers themselves but of illusion of justice and empowerment of the foreigners.

In foreigner surveillance, interaction occurs between immigration officers and foreigners. The success of the surveillance depends on the interaction and communication between the immigration officers and the foreigners. The form of interaction significantly determines the effectiveness of communication. Therefore, when interviewing foreigners, immigration officers strive to convey messages using relaxed hand gestures. Furthermore, officers intersperse their conversations with smiles throughout the interview. Immigration officers strive to create a calm and relaxed atmosphere and avoid mental pressure by using a humanistic approach. Officers express empathy and smile while remaining focused and firm throughout the inspection. Researchers interviewed immigration officers directly involved in foreigner surveillance activities. The following are the results of interviews with immigration officers:

"During the surveillance process, there are sometimes difficulties that slow down communication, such as language differences. To facilitate communication, we usually

convey messages using relaxed hand gestures and hand gestures." (Interview with Agha Dwi Mahendra at the Makassar Class I Special Immigration Office)

From the interview excerpt above, it can be concluded that immigration officers convey a friendly impression when conveying messages using relaxed hand gestures and hand gestures. This is further supported by an interview excerpt from an immigration officer named Syahril Rahman. The following is an excerpt from the interview:

"When supervising foreigners, we verify their documents and information against the data and information we have in the immigration system. So far, there have been no significant difficulties in communicating with foreigners. When foreigners are unable to provide information, we contact their guarantors and then summon them to the Makassar Class I Special TPI Immigration Office to obtain information. To expedite the inspection process, we usually smile and greet them first, indicating that everything is fine." (Interview with Syahril Rahman at the Makassar Class I Special TPI Immigration Office)

This excerpt demonstrates that immigration officers strive to appear friendly. They then ask questions to obtain information regarding the foreigner's data. They also communicate with the foreigner's guarantors if any difficulties arise. This demonstrates a circular communication pattern between immigration officers, foreigners, and guarantors. A similar statement was made by immigration officer Nurlinda Alla. In her statement, she provided more or less the same information as other immigration officers. Her statement reads as follows:

"In our data verification process, we check original documents with the Immigration Information System. The difficulty we usually encounter is language barriers. We usually overcome this by using a translator or translation app. When foreigners are unable to provide information, we maintain a humanistic approach, remaining relaxed, creating a calm and relaxed atmosphere, and avoiding any mental pressure. We also demonstrate empathy, smile, but remain focused and firm during the examination." (Examination with Nurlinda Alla at the Makassar Class I Special Immigration Office for the Indonesian Immigration Service)

In the interview excerpt above, immigration officers use tools to assist in the communication process. This is considered secondary communication. Furthermore, immigration officers create a positive impression by adopting a humanistic approach. This was confirmed by Oussama Mansouri, a Tunisian citizen. He was found to have overstayed his visa in Indonesia, thus violating Article 78 Paragraph 1 of Law Number 6 of 2011 concerning Immigration. In an interview, researchers obtained the following statement:

"The immigration officers conducted a thorough examination. I fully understood what they were saying. There was no harsh language, no coercion. During the examination, the immigration officers sometimes smiled." (Results of the examination with Oussama Mansouri at the Makassar Immigration Detention Center)

Supervisory Data Processing and Analysis

The barriers to effective communication included a number of challenges: language barriers, insufficient staffing, the use of translation applications or improvised interpreters. All these limitations tended to push officers to respondent measures and not systematic solutions. In the view of organizational communication, these structural challenges form noise in the communication channel that provides the opportunity to misunderstand and undermine trust. One such example is that reporting via WhatsApp can speed up the coordination process, however, it raises questions of transparency, accountability, and data security. The scarce resources of vehicles, network systems, and trained interpreters also limit the capacity of officers to carry out a communication process that is both authoritative and humanistic. These results indicate that systematic changes and not personal strategies are needed to improve communication outcomes.

Information sources, both from the immigration information system and statements from foreigners, serve as input for foreigner surveillance. The information and data are then processed to identify possible next steps. Various data and information are compared to each other to identify and assess potential violations by foreigners. In this regard, the author conducted interviews with immigration officers directly involved in the processing and analysis of surveillance data. The results of the interviews are as follows:

"Information processing is carried out by examining and in-depth review of information sources. The information systems used are the Molina application, the Immigration Checkpoint (TPI) crossing application, and the residence permit issuance application. The collected information serves as the basis for identifying potential immigration violations." (Interview with Agha Dwi Mahendra at the Makassar Class I Special TPI Immigration Office)

This was also explained by an immigration officer named Syahril Rahman. The following is an excerpt from the interview:

"Initial information processing involves sorting, sorting based on potential immigration violations, and processing them based on work area and relevance. The information used is the Immigration Management Information System Technology (SIMKIM) for stay permit services, combined with crossing data from the Airport Immigration Checkpoint (TPI). Officers identify violations based on the processed crossing data and the foreigner's length of stay. They also review required documents and supporting data in the foreigner service system." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office TPI)

This statement was corroborated by immigration officer Nurlinda Alla. In his statement, he said:

"Officers then complete the supporting files/documents, including those attached by the foreigner. Afterward, they check the domicile address, company address, and guarantor's address. This information is obtained from the immigration checkpoint (TPI) crossing system, the Immigration Management Information System (SIMKIM), the foreigner reporting system, and we usually coordinate via WhatsApp. Officers then identify violations by reviewing the period of stay, visa/stay permit, and checking the original passport." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office, TPI).

Interaction in Cases of Immigration Violations or Issues

It is seen that the main problem of the analysis is that immigration officials have to act authoritatively, enforcing the law, and at the same time treat foreigners with dignity, which is humanistic. This mixed role produces communicative tensions. The one side is the procedural compliance with authority, and the other side is too much domination at the cost of fairness and intercultural understanding. Humanistic gestures at the other end bring rapport, but are constrained by hierarchies of structure and by legal provisions. This balance also reflects more general debates within the area of organizational and intercultural communication, where bureaucracies are trying to promote efficiency, control, and sympathy. One of the consequences that come out quite powerfully is the idea that officers ought to be trained not only in language and procedure, but also in how to negotiate these tensions so that surveillance can be effective and fair. When Immigration Officers discover a potential immigration violation, they can initiate immigration action. Law Number 6 of 2011 concerning Immigration outlines two types of action: Immigration Administrative Action (TAK) and Immigration Investigation Action (Projustisia). Article 1 Paragraph 31 of Law Number 6 of 2011 concerning Immigration states:

"Immigration Administrative Action is an administrative sanction imposed by an Immigration Officer on a Foreign National outside of the judicial process."

In addition to Immigration Administrative Action, Immigration has the authority to conduct investigations as referred to in Article 104 of Law Number 6 of 2011 concerning Immigration, which states:

"Investigations of Immigration Crimes are conducted based on criminal procedure law."

After the field inspection is completed, the officer asks the foreigner to come to the Immigration Office for further questioning. During the follow-up questioning, the officer also provides the foreigner with the opportunity to speak and provide clarification regarding the violation. Clarification is expected to foster two-way communication, ensuring clarity and understanding of the underlying issues. Researchers interviewed immigration officers who interviewed foreigners suspected of violating immigration regulations. Here are some excerpts from the interviews:

"When a foreigner violates immigration regulations, we convey this persuasively and invite the foreigner and their guarantor to come to the office for questioning. To ensure effective communication, we convey our message persuasively and avoid using language that can cause emotional outbursts. If the foreigner wishes to clarify, we still provide an opportunity for clarification." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office)

From the interview excerpt above, the immigration officer strives to appear friendly by avoiding the use of emotional language. It is also mentioned that the immigration officer gives the foreigner the opportunity to clarify the violation. This demonstrates a two-way communication pattern. This was also explained by an immigration officer named Agha Dwi Mahendra. He said that during the inspection process, immigration officers give foreigners the opportunity to provide explanations to uncover the root cause of the problem and obtain information. The following is an excerpt from the interview:

"When we find a foreigner violating immigration regulations, officers use a formal approach because they are deemed negligent in complying with the rules. To be effective, we immediately invite the foreigner to the Immigration Office to facilitate communication. Immigration officers provide an opportunity to provide explanations and answers to uncover the root cause of the problem and obtain information." (Interview with Agha Dwi Mahendra at the Makassar Class I Special Immigration Office).

The interview excerpts show that a two-way communication pattern occurs between immigration officers and the foreigners during the examination of foreigners. This is further supported by the statement of an immigration officer named Nurlinda Alla. In her statement, she stated:

"We usually use a persuasive and humane approach. We explain in detail the violations and mistakes made by the foreigners. After that, we carry out passport security procedures. The foreigners then come to the Immigration Office for initial inspection. To ensure effective communication, we maintain a calm demeanor and create a conducive atmosphere. We convey our message without being arrogant, direct, or harsh with the foreigners. We act humanely, respecting the human rights and dignity of the foreigners being examined, using polite language, avoiding verbal and physical violence, and being non-discriminatory. We also provide an opportunity for clarification or defense. We also provide an interpreter for this." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office)

From the interview excerpts above, immigration officers engage in positive behavior by appearing friendly with foreigners. This is demonstrated by their persuasive and humane approach. The officer then provided information regarding the violation. The immigration officer then gave the foreigner an opportunity to clarify his or her case and provide a defense. This demonstrates a two-way communication pattern between the immigration officer and the foreigner. This was confirmed by Sunnil Dutt, an Indian citizen, who is suspected of violating

Article 119 of Law Number 6 of 2011 concerning Immigration by operating in Indonesia without a national passport. During the interview, he stated:

"The immigration officer conducted the inspection well. I felt comfortable communicating with the immigration officer. The officer gave me the opportunity to speak." (Interview with Sunnil Dutt at the Makassar Immigration Detention Center)

Post-Examination Communication

After the inspection is complete, the officer records the foreigner's data and information in a Field Inspection Report (BAPL). After being read by the foreigner or explained by the officer, the Field Inspection Report is then signed by the foreigner. The immigration officer then reports the inspection results to the Section Head in the form of an attention report on WhatsApp and a Field Inspection Report. This is as stated by Rio Pratama, Head of the Enforcement Section. He stated:

"The Section Head receives a report from the immigration officer. The immigration officer sends the inspection results in the form of an attention report via WhatsApp and a BAPL. The Section Head reports and discusses the inspection results with the Division Head for further handling. If a potential violation is found, the Section Head instructs the immigration officer to summon the foreigner to the Immigration Office with a summons for further investigation, which is documented in a BAP (Dossier of Investigation). The BAP results are then provided to the Division Head as the basis for preparing the BAPEN (National Investigation Report). (Interview with Rio Pratama at the Makassar Class I Special Immigration Office for the Indonesian Immigration Service)"

If a violation is suspected, the officer will issue a Passport Acceptance Letter (STP) and take the foreigner's passport. The officer will then summon the foreigner with a summons to the Immigration Office, along with their guarantor, for further examination at a predetermined time. During the follow-up examination, the officer will conduct a more in-depth interview with the foreigner regarding the alleged violation. The interview will be conducted face-to-face at the Immigration Office. The results of this interview will be recorded in an Examination Report (BAP), which will be signed by the Immigration Officer. Based on the in-depth interview, a Minutes of Opinion (BAPEN) and a Decision Letter regarding the violation are also prepared. This is as stated by Immigration Officer Nurlinda Alla during her interview with the researcher. In his statement, he stated:

"The officer first explained the violations committed by the foreigner. He showed the visa used and government regulations explaining immigration violations. He ensured the foreigner acknowledged and was aware of their actions. We conveyed this in accordance with Standard Operating Procedures (SOP), namely through the Examination Report (BAP) process, which was signed by the Immigration Officer and the foreigner being examined." (Interview with Nurlinda Alla at the Makassar Class I Special TPI Immigration Office)"

In the interview excerpt, the immigration officer provided information related to the violation. This was also explained by Immigration Officer Agha Dwi Mahendra. In his statement, he stated:

"After the examination is complete, the decision on action is handed over to the superior. The officer then conveys this in accordance with the applicable Standard Operating Procedures (SOP) so that it is understood and acknowledged." (Interview with Agha Dwi Mahendra at the Makassar Class I Special TPI Immigration Office)"

This was also conveyed by Immigration Officer Syahril Rahman. Once the Decision Letter is issued, the officer then shows the results of the Decision Letter to the foreigner, their family, and the embassy. The results are as follows:

"After the inspection, we provide a copy of the decision to the foreigner, their family, and the embassy." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office, TPI).

The immigration officer then submits the Examination Report (BAP) to the Head of Division for the issuance of a Minutes of Opinion (Bapen). Rio Pratama stated in his statement:

"The results of the BAP are then given to the Head of Division as the basis for preparing the BAPEN." (Interview with Rio Pratama at the Makassar Class I Special Immigration Office, TPI).

Output: Results of Supervision and Communication

The Decree explains the enforcement decisions implemented by the Head of the Office regarding violations by Foreigners. As previously explained, immigration enforcement is divided into two categories: Immigration Administrative Actions and Immigration Investigation Actions. Article 75 Paragraph 1 of Law Number 6 of 2011 concerning Immigration explains the immigration authority to carry out Immigration Administrative Actions, which states:

"Immigration Officials are authorized to carry out Immigration Administrative Actions against Foreigners within Indonesian Territory who engage in dangerous activities and are reasonably suspected of endangering public security and order or who disrespect or disobey laws and regulations."

The types of Immigration Administrative Actions are explained in Article 75 Paragraph 2 of Law Number 6 of 2011 concerning Immigration. Immigration Administrative Actions can include: (1) Inclusion on the Prevention or Deterrence list; (2) Restriction, change, or revocation of a residence permit; (3) Prohibition from being in one or more specific locations within the Indonesian Territory; (4) Requiring residency in a specific location within the Indonesian Territory; (5) Imposition of a fee; and/or; (6) Deportation within the Indonesian Territory; The researcher conducted an interview regarding this matter with an Immigration Officer named Agha Dwi Mahendra. The results of the interview are as follows:

"When officers identify a violation, a follow-up inspection is conducted to determine the appropriate action and decision regarding the violation. The output of the inspection is a report, preventive measures, and repressive measures as a final step. The results of the supervision are a Field Inspection Report (BAPL), an Inspection Report (BAP) for further investigation, and a case follow-up report." (Interview with Agha Dwi Mahendra at the Makassar Class I Special Immigration Office)

This was also stated by an immigration officer named Syahril Rahman. In his statement, he stated:

"The output of supervision is in the form of incident reports, attention reports, warning actions, and Immigration Administrative Action (TAK) decisions. Follow-up on violations involves managing the level of violation, if necessary, issuing warning letters or summonses." (Interview with Syahril Rahman at the Makassar Class I Special Immigration Office for TPI)

This is supported by a statement from an immigration officer named Nurlinda Alla. In her statement, she stated:

"The outputs resulting from the foreigner supervision process include supervision reports to management, Immigration Administrative Actions (TAK) in the form of detention, deportation, and other measures, inherent supervision requiring foreigners to report their whereabouts, and pro-justicia." (Interview with Nurlinda Alla at the Makassar Class I Special Immigration Office for TPI)

Feedback: Evaluation and Improvement

To measure the success of an activity's objectives, an evaluation is necessary. The results of the evaluation serve as the basis for future improvements to enhance its effectiveness and

efficiency. The Intelligence and Enforcement Division of the Makassar Class I Special TPI Immigration Office conducts an evaluation after each foreigner surveillance activity. Officers interviewed immigration officers regarding this matter. The interview results are as follows:

"Supervision effectiveness is measured based on activity output or performance target setting. We also receive feedback through the Immigration Office's Public Relations channels and directly from the foreigner's sponsor as evaluation material." (Interview with Syahril Rahman at the Makassar Class I Special TPI Immigration Office)

"We assess the effectiveness of the implemented surveillance system. Regular evaluations are conducted in the form of follow-up reports on the surveillance conducted." (Results of an interview with Nurlinda Alla at the Class I Special Immigration Office, TPI Makassar)

Obstacles and Challenges in the Communication Process

Supervision of Foreigners certainly presents obstacles in its implementation. A frequent obstacle in communication with foreigners is language barriers. Foreigners from various countries naturally have their own languages. Therefore, foreign language skills are essential for Immigration Officers, particularly English, which is the most widely spoken language in the world. To address this, Immigration Officers utilize translation services or translation apps if the foreigner cannot speak English and only speaks a specific language. Researchers interviewed Immigration Officers regarding this issue. The results of the interviews are as follows:

"We sometimes face language barriers. When we do, we use a translator." (Interview with Syahril Rahman at the Makassar Class I Immigration Office)

"There are challenges with the Immigration Information System, such as slow network connections and difficulty accessing the system, sometimes unable to view or download documents. Furthermore, there's a lack of human resources, limited facilities such as vehicles, and network access issues. Another common difficulty we encounter is the language barrier. We usually overcome this by using a translator or translation app." (Interview with Nurlinda Alla at the Makassar Class I Immigration Office)

Communication Patterns of the Intelligence and Enforcement Division of the Makassar Class I Special Immigration Office (TPI) in Supervising Foreigners

A communication pattern is a relationship pattern formed from several interrelated and complementary elements, aiming to provide an overview of the ongoing communication process. (Rumengan et al., n.d.). In this case, the process of foreigner surveillance by the Intelligence and Enforcement Division of the Makassar Class I Special Immigration Office (TPI) has seen several communication patterns formed from several interrelated and complementary elements, aimed at facilitating the actualization of immigration functions. In practice, the Intelligence and Enforcement Division of the Makassar Class I Special Immigration Office (TPI) has implemented several communication patterns in carrying out its foreigner surveillance function. The actualized communication patterns are as follows:

This type of communication pattern focuses on a leader who interacts directly with members within an organizational group. A leader acts as a communicator (message deliverer), and group members act as communicants who provide feedback to their leader without any interaction between members, as they are solely focused on the leader (communicator). This pattern illustrates that A is a centralized system that conveys information. (Mendrofa & Syafii, n.d.). In practice, before conducting foreigner surveillance activities, the leader and immigration officers in the Intelligence and Immigration Enforcement Division of the Makassar Class I Special TPI Immigration Office hold a meeting/briefing to discuss the ins and outs of foreigner surveillance. The Head of Division or Head of Section appointed by the Head of Division acts as a communicator, leading the meeting and submitting requests for information related to reference materials that will be used in foreigner surveillance. Immigration officers then provide feedback by conveying reference information in the form of presentations from several information

sources. Previously, the Head of Division and Head of Section asked immigration officers to collect reference data regarding foreigners from information sources that will be presented at the meeting. The sources of information and data for immigration officers as input in conducting foreigner surveillance come from several sources. This data can be obtained from two sources: Information from internal sources comes from the internal immigration information system, intelligence operations, and pre-investigation reports. The information system used by the Makassar Class I Special Immigration Office (TPI) is the Immigration Management Information System (SIMKIM), which consists of several websites. Article 10 of Law Number 6 of 2011 concerning Immigration explains:

"An information and communication technology system used to collect, process, and present information to support operations, management, and decision-making in carrying out immigration functions."

Websites for obtaining information related to foreigners include the Law Enforcement Application (Apgakum), Molina, and Stay Permit (Intal). These information systems present data related to foreigners who have applied for visas or stay permits, such as personal identification, passport data, address, purpose of arrival in Indonesia, crossing data, and other information. This information was obtained from several sources, such as public complaints, print/electronic/social media, relevant agencies, and other information sources. Meeting participants then discussed and reviewed reference materials for monitoring foreigners. Several indicators were examined in the analysis of these reference materials, such as the identity and purpose of foreign nationals coming to Indonesia. This is explained in Article 66, Letter b, of Law Number 6 of 2011 concerning Immigration, which states:

"Supervision of the movement of foreigners entering or leaving Indonesian territory, as well as supervision of the presence and activities of foreigners in Indonesian territory."

Furthermore, Article 71, Letter a, of Law Number 6 of 2011 concerning Immigration states:

"Every foreigner residing in Indonesian territory is required to: Provide all necessary information regarding their identity and/or that of their family and report any changes in their civil status, citizenship, employment, guarantor, or change of address to the local Immigration Office."

Consequently, there was an exchange of suggestions and opinions between the Head of Division and meeting participants. Sometimes, the presentation is accompanied by smiles and jokes among the meeting participants, ensuring a relaxed atmosphere. The meeting results are then proposed to the Head of Office by the Head of Division, along with the Head of Intelligence and the Head of Enforcement. If approved, the Head of Office issues a Warrant for the purpose of monitoring the person. The Head of the Office assigns the Head of Division and the Head of Section to appoint several Immigration officers to carry out the surveillance order. After that, a surveillance order for the foreigner is issued, signed by the Head of the Office.

The immigration officer then proceeds to the location where the foreigner is being monitored. Throughout the process, the officer emphasizes a humane and friendly attitude. Research shows that the surveillance of foreigners begins with a face-to-face meeting between the immigration officer and the foreigner. During this meeting, communication occurs through an interview to gather information about the foreigner. Who states that direct communication can take three forms: conversation, dialogue, and interview. In this case, the interview is more serious in nature, with one party taking the lead in asking questions and the other in answering questions. (Tajuddin, 2019)

To gather information, the immigration officer does not immediately ask substantial questions about the foreigner. The immigration officer first inquires about the foreigner's condition and health and inquiries about their language skills. In this case, asking about news and health indicates a positive action, appearing friendly in the communication process, with the hope

of facilitating smooth communication. According to Bales, in one of the six categories of interaction process analysis, if group members are not friendly and amicable, there will be "reintegration problems," meaning the group is unable to rebuild a "sense of awe" or unity (cohesiveness) within the group. In the communication process, messages are exchanged between the communicator and the recipient. Of course, communication will not be successful if the message is not conveyed to both parties. Therefore, at the beginning of the communication process, immigration officers inquire about the foreigner's language skills.

According to Bales, in one of the six categories of interaction process analysis, if each group member does not provide sufficient information to each other, the group will experience "communication problems". When communication problems arise due to language differences, immigration officers typically use the services of a translator or translation app. When conveying messages to foreigners, immigration officers adopt a relaxed demeanor and explain using hand gestures. Although immigration officers predominantly ask questions, they do so without pressure, avoiding the use of emotionally charged language. Furthermore, immigration officers choose appropriate vocabulary and deliver their messages with a calm intonation and a calm voice. If, during the review of data and facts on the ground, a violation is strongly suspected, immigration officers still try to keep the foreigner calm by creating a conducive atmosphere. When conveying the substance of the violation, immigration officers do not speak directly or in a loud voice, although they must remain firm in their delivery.

In this regard, officers strive to be humane, by respecting the human rights and dignity of the foreigner being questioned, using polite language, avoiding verbal and physical violence, and not discriminating against foreigners. This aligns with point 3 of the Minister of Immigration and Corrections' five daily instructions for Immigration Officers, in order to realize the President's Vision and Mission "Asta Cita" in carrying out immigration duties, with the "Panca Carana Laksya Imigrasi" (Five Principles of Immigration), which states, "Implement immigration supervision effectively, efficiently, humanely, and on target to achieve legal certainty." The immigration officer then gives the foreigner an opportunity to provide clarification or defense regarding the alleged violation. It can be concluded that the foreigner's opinion was sought. According to Bales, if each group member fails to provide their opinion, the group will face evaluation problems. The results of the interview are recorded in the Field Examination Report (BAPL) as the foreigner's statement, which will then be reviewed and verified.

The immigration officer conducts the investigation by reviewing the information and facts in the field and comparing them with the data held by the immigration officer. If there are discrepancies between the data and facts in the field and if they meet the elements stipulated in Law Number 6 of 2011 concerning Immigration, it is reasonable to suspect that the foreigner has committed an immigration violation. Furthermore, immigration officers are also authorized to take administrative immigration action against foreigners if they engage in dangerous activities or are reasonably suspected of being dangerous or failing to comply with laws and regulations, as outlined in Article 75 of Law Number 6 of 2011 concerning Immigration. To obtain more in-depth information, immigration officers issue a summons, signed by the Head of Division or Head of Section, to the foreigner to come to the Immigration Office for further examination. During the examination at the Immigration Office, the Immigration Officer conducts an in-depth interview regarding the foreigner's alleged violation.

All information from the foreigner is then recorded in an Examination Report (BAP), which is signed by the Immigration Officer. The information in the Examination Report (BAP) forms the basis for preparing an Opinion Report (Bapen), which contains the Head of Division's opinion and recommendations regarding the foreigner's violation. During the examination at the Immigration Office, immigration officers use an interview method, asking the foreigner a number of questions related to the alleged violation. If the foreigner can speak Indonesian, the examination only involves the immigration officer and the foreigner. Communication is conducted face-to-face and in a two-way manner, although immigration officers are more likely to ask questions and the foreigner to provide answers. If the foreigner does not speak Indonesian

or a language the immigration officer understands, the immigration officer uses the services of a translator, as previously explained. During in-depth questioning, immigration officers ask questions to obtain more detailed information regarding the foreigner, including personal identification data, the chronology of their whereabouts and activities in Indonesia, and details of the alleged violation.

During the statement-taking process, immigration officers also take the initiative to solicit the foreigner's opinion by asking about any other information they might wish to provide and whether they feel pressured during the questioning. This indicates that during the statement-taking process at the Immigration Office, immigration officers provide the foreigner with the opportunity to provide clarification and other matters they may wish to address. It can be concluded that soliciting the foreigner's opinion occurs. In this case, according to Bales, if each member of the group does not share their opinion, the group in question will experience evaluation problems. Afterward, a Decree is issued by the Head of the Office to follow up on the foreigner's violation. If the follow-up is administrative in nature, the Head of the Office issues an Immigration Administrative Action Decision Letter and issues an Immigration Administrative Action Order, instructing the Head of the Division to implement the Immigration Administrative Action Order. If the follow-up is criminal in nature, the Head of the Office issues a Pre-Investigation Decision Letter and issues a pre-investigation order to the immigration officer appointed to carry out the pre-investigation order.

CONCLUSION

The communication patterns used by the Intelligence and Enforcement Division of the Makassar Class I Special TPI Immigration Office are the "wheel" and "chain" communication patterns. The "wheel" communication pattern is implemented in the form of meetings or briefings to share information, suggestions, opinions, and strategies for implementing foreigner surveillance. These foreigner surveillance meetings include input in the form of foreigner data, which serves as reference material for foreigner surveillance, derived from information sources within the Immigration Intelligence and Enforcement Division. This information is then discussed and analyzed by meeting participants, and the output is then proposed to the Head of Office for implementation of foreigner surveillance. During implementation, the Head of Division or Section acts as the meeting leader and is responsible for directing the meeting's topics. The chain communication pattern occurs when foreigner surveillance is to be implemented. Initially, the Head of Office grants approval to implement foreigner surveillance to the Head of Division. The Head of Division issues an order to the Head of Section to appoint immigration officers to conduct foreigner surveillance. An Order is issued directing immigration officers to conduct foreigner surveillance, signed by the Head of Office. Immigration officers then conduct surveillance of foreigners in the field. In carrying out this activity, immigration officers act humanely and prioritize human rights values. Likewise, during the in-depth examination or BAP at the Class I Special Immigration Office for the Makassar TPI. After that, the BAP is submitted to the Section Head and then reported to the Head of Division. The Head of Division then prepares a Minutes of Opinion (Bapen) containing opinions and recommendations to the Head of Office. If deemed to have violated regulations, the Head of Office issues a Decree, either a Decree on Immigration Administrative Action or a Decree Establishing an Immigration Pre-Investigation Team.

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