

# Network Governance In Handling Problems Of Asylum Seekers In Pekanbaru City

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## NETWORK GOVERNANCE IN HANDLING PROBLEMS OF ASYLUM SEEKERS IN PEKANBARU CITY

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### ABSTRACT

The increasing arrival and presence of asylum seekers in Pekanbaru City has presented its own problems that are feared and have an impact in the fields of ideology, politics, economy, socio-culture, national security, and immigration vulnerability. This study aims to determine network governance in dealing with the problems of asylum seekers in Pekanbaru City. This study uses a qualitative method, which is a study that uses humans as research instruments that are adapted to the situation and conditions in the field. The results of the study show that networking governance between stakeholder institutions has not been going well so that there are still many immigrants who violate and conflict with existing regulatory provisions. The conclusion of this research is that in terms of involvement, commitment, roles, and mechanisms, the three institutions have been well implemented. The research suggestion is that all stakeholders are expected to establish cooperative relationships and coordinate with the Pekanbaru City Government, the police and other parties involved in monitoring the presence of asylum seekers or illegal immigrants in Pekanbaru.

Keywords: *Network Governance, Pencari Suaka and Immigration*

### INTRODUCTION

Many conflicts in the world have occurred in Middle Eastern countries such as Syria, Afghanistan, Iraq and Iran. This situation had a huge impact on the lives of many people (Alifia, 2013), Another thing that makes these foreign nationals seek asylum in several other countries is because their country is no longer able to provide a decent living such as difficulty finding work, land that does not support livelihoods, as well as other fundamental reasons, where these illegal immigrants feel that their country is no longer safe or suitable to live in, so they prefer to leave their home country in order to get a better life in another country where security is guaranteed.

As a transit country, the Government of Indonesia does not have the authority to designate person or group of people as refugees or asylum seekers because this authority is in their hands United nations high commissioner for refugees (UNHCR) (Fisdian & Wardana, 2017). The existence of UNHCR and the international organization for migration (IOM) in Indonesia, which are institutions that receive a mandate from the United Nations (UN) to protect immigrants and assist immigrants.

This is the goal for illegal immigrants to come to Indonesia. because of that related to the protection of human rights, the Indonesian government cooperates with various parties by facilitating the victims by accommodating them at the immigration office or a boarding house in the area.

The majority came from Afghanistan, Myanmar, Sri Lanka, Pakistan, Iran and Iraq. First they flee to save themselves from a country hit by conflict or disaster, they use various ways by going through official channels with visas and boarding planes or by traveling illegally by sea. Many of them choose the last way. Being among countries receiving large numbers of asylum seekers and

refugees such as Malaysia, Thailand and Australia, Indonesia is continuously affected by mixed population movements (Akbari, 2016).

The protection provided by UNHCR starts with ensuring that asylum seekers or refugees are protected from refoulement (namely protection from being forced to return to their place of origin where their life or freedom is in danger or persecution). UNHCR provides protection for refugees further including the process of verifying the identity of asylum seekers and refugees so that they can be registered and individual documentation can be issued.

From the explanation above, the researcher determines several research phenomena as follows: 1. From the observations made by the first researcher, namely the asylum seekers or refugees, it was seen that they were free to roam the streets of Pekanbaru City for hours. Even though they were given permission to leave the shelter for only 3 hours; 2. Information obtained where there were suspicions of crimes and acts of prostitution involving refugees. Likewise with the existence of refugees and asylum seekers; 3. unrest in the community because they are suspected of participating in the spread of Shia teachings and contract marriage activities in the city of Pekanbaru; 4. The lack of coordination between the Immigration and Detention Centers in dealing with asylum seekers is due to the lack of supervision carried out by the Immigration to supervise asylum seekers who are still roaming freely in Pekanbaru City. 5. The lack of facilities provided by the detention center is unsatisfactory, for example the rooms provided for asylum seekers or refugees can accommodate 10 people or more. This is what makes asylum seekers or refugees uncomfortable or unwilling to stay in the detention center.

From the research problems that the author has described above, the researcher is interested in conducting research with the title network governance in dealing with asylum seekers at the Pekanbaru City Immigration Office. The purpose of this study was to find out how network governance deals with asylum seekers at the Pekanbaru City Immigration Office. And to find out network governance obstacles in dealing with asylum seekers at the Pekanbaru City Immigration Office.

Network governance emerges as a result of complexity in the process of decision making and policy implementation. The development of public issues that cause decision-making to become increasingly complex so that more opportunities are opened for the emergence of more diverse choices or alternative policies. (Yudiatmaja et al., 2015).

According to Sauvee (2002) in (Bonso & Suranto, 2018) that government networks are networks can be seen as a combination of government structures, and with tiered relationships between horizontal or vertical entities. Although there is no definition of a government network, it can be interpreted as a form of cooperation between government agencies. Furthermore, the government network considers the components of organizational design, namely the allocation of decision rights and inter-organizational mechanisms. Overall, the government network is an institutional structure whose role simultaneously defines a process of rapid adjustment.

Whereas, (Mark & Rhodes, 2013) defines that the government network is a self-organizing, inter-organizational network. In addition, government networks can be interpreted as a complex set of institutions and institutional relationships defined by social roles or functions. Next (Mark & Rhodes, 2013) argues that proper governance of governance networks explores the institutions of government by studying the entities that inform the actions of individuals involved in all kinds of regulatory practices. This factor is caused by the involvement of various stakeholders and institutions in the formulation and implementation of policies. in a management for the sake of common interest, it could be that various kinds of actors are involved and with various interests.

Relations between actors in the process are interdependent. each actor can achieve their respective goals by utilizing the resources owned by other actors. interdependence between actors is formed through the exchange of resources between them, such as political, financial, and information resources. Network governance is one of the development of the concept of governance itself.

Government is a key factor of interest in research on inter-organizational networks. These networks are commonly used as coordinating mechanisms or what is often referred to as government networks. related institutional arrangements to control and manage its coordination of interventions is one of the key factors in network success and failure.

Network governance brings together a number of interdependent actors, but in the implementation of various actors that are autonomous in negotiating their interests, based on a common understanding that is built from regulations, norms, and perceptions. Each actor is involved in an effort to produce and coordinate a policy through regulations he makes himself.

As a new concept in the administration of government, network governance has a real form in the context of cooperation between the government and the private sector and the community in the form of networks for the implementation of government affairs.

As for the understanding of network governance in a theoretical review, network governance is a network consisting of various interactions between participants, focused on government affairs involving institutional functions and structures that are authorized and collaborated to allocate resources and also to coordinate and also control joint actions within the entire network overall (Provan & Kenis, 2008).

Network governance is understood as an overarching form of a more collaborative style of governance and this type of network can be distinguished as a model that is horizontally interdependent, but operationally the actors within it are autonomous then in the form of interaction is carried out through negotiations and thus will contribute to decision making.

Public affairs in certain areas of its operations (Keast, 2008) The definition above illustrates that in network action there is a mechanism that delivers actors involved in the network to form collaboration with collective action.

The mechanism undertaken seeks to resolve the problems faced by the actors who make the cooperation offer. At that time there is a negotiation process to complement each other and accommodate each other's needs from the actors involved. That is where the uniqueness of network-based collaboration lies. different from a formal partnership.

It is hoped that the creation of networks between the government and non-profit organizations and the public will become a space and vehicle for exchanging experiences, resources and solving common problems. In this way, network governance is seen as an effort to change the fragmented pattern of relationships among governance actors into an integrated step. with collective action in overcoming and providing solutions to the problems faced by the government.

Network theory refers to the mechanisms and processes that interact with network structures to provide certain results for individuals and groups. Network governance is a governance model that refers to the horizontal and equitable nature of regulatory negotiations that regulate joint relationships by more than one actor who are interdependent with one another and ability to self-organizing or self-governing

In realizing shared public goals. To be able to achieve the ultimate goal of the network, it is important to ensure that a network can run well. and this requires good relations between network participants.

Several network approaches lead to the analysis of the relationships that occur in the success or failure of implementing a network governance model. Several network approaches lead to the analysis of the relationships that occur in the success or failure of implementing a network governance model.

The success or failure of the network approach can be traced through its original design. The flow of information and resources in the network on the network governance structure is like a good map, where a good design will help the government achieve policy goals (Provan & Kenis, 2008) dividing network governance into three forms, namely participant-governed networks, lead organization-governed networks, and network administrative organizations. According to Provan & Kenis, these three forms can be used as an excuse in the implementation of government networks, although it is recognized that each of these forms has certain strengths and weaknesses. The first form is participant-governed networks, which is the simplest and most common form in implementing government participants. these forms are governed by their own network with no separate governance entity.

This form of governance can be achieved formally, for example by regular meetings of appointed organizational representatives, or more informally through the ongoing but usually uncoordinated efforts of people who have a stake in the success of the network. On the one hand, network participant arrangements can be decentralized by involving most or all members of the network interact relatively equally in the government process. this is what is said to be the administration of joint governance.

On the other hand, the network may be very centrally managed by and through the heads of the organizations that are members of the network. Network participant arrangements depend exclusively on the involvement and commitment of all, or a significant portion of the organization that comprises the network. The network participants themselves are responsible for managing internal network relations and operations as well as external relations with other groups. by having all members of the network participate, on an equal basis, the participants will be committed to the goals of the network.

The second form is lead organization-governed networks, although shared participatory governance can involve many or all members of the network, there are many situations that may not be conducive to such decentralized and collective self-governance. In particular, the inefficiencies of shared governance may mean that a much more centralized approach is preferred.

At its extreme, network governance can occur through what we call "lead organizations." In business, organizational or organizational leadership often takes place in vertical relationships. in organizational leadership, all major network level activities and key decisions are coordinated through and by one participating member, acting as the organization's leader. thus, the governance of the network becomes highly centralized and brokered, with asymmetric power.

The lead organization provides administration for the network and/or facilitates the activities of member organizations in their efforts to achieve the network's goals, which may be closely related to the lead organization's goals.

Network governance is a network administrative organization, this form provides the basic idea that separate administrative existence is specifically regulated to regulate the network and its activities, although network participants still interact with each other. Network intermediaries in

this case the network administrative organization can play a key role in coordinating and maintain the network (Bonso & Suranto, 2018).

An administrative network organization may be simple on the scale of government network forms, so this network is often referred to as a government network facilitator or intermediary. Administrative organizational network forms can be used as a mechanism to increase network legitimacy in dealing with unique and complex issues and reduce the complexity of government issues.

By looking at some of the opinions that have been stated above, as said by (Provan & Kenis, 2008) it is interpreted that network governance in dealing with asylum seekers in Pekanbaru City will be implemented if it pays attention to the three forms of network governance namely participant-governed networks, lead organization-governed networks and network administrative organizations.

## METHODS

The research method used by the author in network governance research in dealing with asylum seekers at the Pekanbaru City Immigration Office is a qualitative method. According to Cresswell (2016) qualitative research means the process of exploring and understanding the meaning of individual and group behavior, describing social problems or humanitarian problems. the research process includes making research questions and procedures that are still provisional, collecting data on participant settings, analyzing data inductively, building partial data into themes, and then providing interpretation of the meaning of a data.

To measure network governance in handling asylum seekers at the Pekanbaru City Immigration Office, the characteristics of the study are: 1. It is carried out under natural conditions (as opposed to an experiment), the researcher goes directly to the data source and the researcher is a small instrument. Natural conditions are conditions as they are, researchers do not carry out treatments that can affect the scientific object under study. 2. Qualitative research is more descriptive in nature. The data collected is in the form of words or image sources, so it doesn't emphasize numbers. The data collected after being analyzed is then described so that it is easily understood by others. In this study, the sources of information were informants who were competent and had relevance to this research. Informants in this study are people who really know and master the problem.

In this research, I chose the informant, namely the Head of Immigration in Pekanbaru City because his role was very important in my research and also a person who really knew and mastered the problems and information about my title, and I also chose the informant, namely UNHCR Staff from Pekanbaru, because of his role. in dealing with asylum seekers is very influential, and also I chose an informant, namely the Head of the Pekanbaru Rudenim because I wanted to know how the condition of the refugee shelters regarding my research problem, and also I needed two community leaders, namely from LAM or FKPMR, later I will find out information from the community regarding asylum seekers in the city of Pekanbaru.

## RESULT AND DISCUSSION

Since the last few years, Pekanbaru City has been used as one of the areas visited by illegal immigrants who mostly come from conflicting Middle Eastern countries such as Iraq, Syria, Afghanistan, Iran and several other countries. In its development, the increasing arrival and presence

of illegal immigrants in the Pekanbaru City area has presented its own problems which are feared to have an impact in the fields of ideology, politics, economy, socio-culture, national security, and immigration vulnerability.

This is the goal for illegal immigrants to come to Indonesia. because of that related to the protection of human rights, the Indonesian government cooperates with various parties by facilitating the victims by accommodating them at the immigration office or a boarding house in the area.

One of the areas where the asylum seekers temporarily reside is Riau Province. the presence of foreign nationals who are classified as asylum seekers and refugees in Riau is quite significant. The arrival of refugees from a number of countries, one of which is in Pekanbaru, Riau, is now increasingly becoming a problem. The number of refugees or asylum seekers, which is almost close to 1,000 people, is in the spotlight of various parties without exception.

### Engagement Dimensions

*Network governance in achieving collective goals can be influenced by the form of government networks. For this reason, setting up a government network consisting of several institutions is necessary because there are no separate government entities. Network governance arrangements depend exclusively on the involvement and commitment of network participants. Each institution that participates in the government network is responsible for managing network relations, both internally and externally.*

*Network management is a collectivity of government partners who make decisions (decision making) to manage activities within the same network goals. Government networks that form co-operate on network-level decisions, despite differences in form of organizational size, resource capabilities, and performance. In a government network as a work partner there is no difference, the formal administrative entity of several administrative and coordination activities can be carried out by network participants. This is because the network of participants acts collectively and there is no single entity from the network as a whole. Dealing with asylum seekers requires the involvement of government networks or government agencies such as the Immigration Office, UNHCR and Detention Centers.*

*With each institution having different functions and duties, therefore these three institutions are trusted to handle or handle asylum seekers in Pekanbaru City. In their involvement, immigration detention officers carry out immigration monitoring of refugees. Immigration control of refugees as referred to is carried out when they are found, at the shelter and outside the shelter, when they are sent to the destination country, voluntarily repatriate, and when they are deported.*

*Information obtained from interviews with Mr. Kus Winamo as the Head of Immigration Dakim Intelligence is known that:*

*"In accordance with the Regulation of the President of the Republic of Indonesia Number 125 of 2016 that the Immigration Office is a work unit within the ministry that organizes government affairs in the field of law and human rights that carry out immigration affairs. In this case the immigration office collects data and supervises foreigners and asylum seekers who are in their working area.*

*This is in line with the results of observations made by researchers that they are in the dimension of involvement it is appropriate to do and in accordance with the law. From the results of the interviews conducted above, it can be seen that in dealing with asylum seekers in Pekanbaru City it is not entirely carried out by the Kanim but the Detention Center which is more dominant in handling these asylum seekers. The Kanim only takes action or takes action if there is no detention center in that place, for example in Dumai City.*

*Furthermore, the interview with Mr. Rafki Syukri as the UNHCR Pekanbaru Regional Representative found that:*

*"In this engagement UNHCR was given a mandate by the government to protect refugees or asylum seekers and deal with the problems of asylum seekers and refugees in Indonesia."*

*This is in line with the results of observations made by researchers that the involvement of UNHCR is an international organization under the auspices of the United Nations whose job is to provide protection to asylum seekers and refugees.*

From the results of the interviews conducted above, it can be seen that UNHCR's involvement is still small or lacking in dealing with asylum seekers in Pekanbaru City.

We can see that in 2019 when these immigrants or refugees demonstrated or asked for their rights, UNHCR officers did not even respond or leave their offices to solve the problem, they just kept quiet and did not want to respond.

Furthermore, the interview with Mr. Rully Patria as the Head of Subdivision of the Rudenim can be seen as follows:

*"Before the issuance of Presidential Decree Number 125 of 2016 there were no standard regulations regarding the handling of asylum seekers and refugees, so the current SOP for handling asylum seekers and refugees is the responsibility of the military and immigration units and related agencies."*

This is in line with the observations made by researchers that Immigration and Detention Centers are very involved in dealing with asylum seekers in Pekanbaru City. From the results of the interviews conducted above, it can be seen that the involvement of the Detention Center dominates in dealing with asylum seekers in Pekanbaru City. They collect data on these immigrants or refugees. However, researchers still find that the facilities they have made to accommodate transgressing immigrants or refugees are still far from proper.

According to the opinions and results of the interviews from the analysis of the researchers and the observations made by the authors in the field, it can be concluded that in terms of the involvement of the three, they have done well,

But the Rudenim are more dominant in handling asylum seekers in Pekanbaru City. However, researchers see that the shelters they provide seem inadequate or inappropriate for the immigrants or refugees to live in. Researchers also see that the involvement of the detention center in carrying out enforcement or surveillance still experiences obstacles such as long distances, insufficient language, and insufficient availability of human resources.

### **Commitment Dimension**

Provan and Kenis (2008) state that the form of a network in government administration depends on network arrangements exclusively, where commitment is a significant part that is inseparable from the network. Commitment of the network of government institutions in making Network forms in establishing relationships between regional government administrators requires commitment from each network in order to achieve goals.

Organizational commitment is an effort to define and involve oneself in the organization and there is no desire to leave it. Organizational commitment refers to identification with organizational goals, the ability to direct all resources for the benefit of the organization, and an interest in remaining part of the organization. Organizational commitment is an effort to define and involve oneself in the organization and there is no desire to leave it.

Organizational commitment refers to identification with organizational goals, the ability to direct all resources for the benefit of the organization, and an interest in remaining part of the organization. High organizational commitment is needed in an organization, because the creation of high commitment will affect a professional work climate.

Talking about organizational commitment cannot be separated from the term loyalty which often follows the word commitment, such an understanding makes the terms loyalty and commitment contain confusing meanings. Loyalty here is narrowly defined as how long employees work in the company or to what extent they obey superiors' orders without looking at the quality of contribution to the company.

A phenomenon has emerged in Indonesia, so that someone is considered loyal, employees will submit to their superiors, even though it is not in the context of a work relationship. Organizational commitment is defined as the strength of an individual's identification and involvement with the organization. High commitment is characterized by three things, namely: strong belief and acceptance of the goals and values of the organization, a strong will to work for the sake of the organization and a strong desire to remain a member of the organization.

Commitment appears in three separate but closely related forms of attitude, the first is identification with the organization's mission, the second is psychological involvement with organizational tasks and the last is loyalty and attachment to the organization. commitment is not only related to the level of turnover of employees, but also related to the level of willingness of employees to sacrifice for the company.

The response system provided by the organization sometimes gets less attention from employees to further foster a loyal attitude towards employees, this is due to the fear that employees will get sanctions if they submit complaints. Therefore the need for high trust and organizational support for employees becomes an important matter for each member of the organization. Organizational commitment includes the notion of an exchange relationship between individuals and work organizations.

Individuals bind themselves to the organization where they work in return for the salary and other rewards they receive. The information obtained from the results of an interview with Mr. Kus Winarno as Head of Intelligence Dakim Immigration is known that:

"If asylum seekers are found, they will be handled in accordance with Presidential Regulation 125 of 2016, if they commit a violation they will be handed over to the RUDENIM, if data collection is carried out or their status is determined, they will be handed over to UNHCR."

This is in line with the results of observations made by researchers that the commitment made by the Immigration is appropriate in accordance with the Presidential Regulation of the Republic of Indonesia 125 of 2016.

From the results of the interviews conducted above, it can be seen that the commitments made have been carried out properly in accordance with the Presidential Regulation of the Republic of Indonesia Number 125 of 2016. However, researchers still find that immigration officers are still lacking in supervising asylum seekers.

Furthermore, the interview with Mr. Rafki Syukri as the UNHCR Pekanbaru Regional Representative found that:

"Our commitment is to protect asylum seekers and refugees by, for example monitoring national work procedures, and helping the government to improve its ability to grant asylum."

This is in line with the results of observations made by researchers that UNHCR is indeed committed to protecting asylum seekers and refugees in Pekanbaru City.

From the results of the interviews conducted above, it can be seen that the commitment made by UNHCR in dealing with asylum seekers in Pekanbaru City is still lacking because they are not open or seem closed in coordinating with other agencies. Their coordination is covered by how they carry out this commitment.

Furthermore, the interview with Mr. Rully Patria as the Head of Subdivision of the Rudenim can be seen as follows:

"The commitment from the Detention Center is to humanize refugees or asylum seekers, they enter Indonesia due to various reasons, some of which are due to natural disasters, intimidation, persecution or war".

This is not in line with the results of observations made by researchers that these asylum seekers or illegal immigrants are isolated like detainees in detention centers where the isolation should be given more attention and made more comfortable.

From the results of the interviews conducted above, it can be seen that the commitment made by the Detention Center in terms of handling it is indeed in line with them humanizing refugees or asylum seekers, but when viewed from the shelter or isolation they are far from feasible.

According to the opinions and results of the interviews from the analysis of the researchers and the observations made by the authors in the field, it can be concluded that the commitments made by the three institutions have been running optimally. Researchers found that there are still problems with commitments being made, because there are still many asylum seekers or immigrants who have not been handled by the three institutions.

But there are still many asylum seekers or refugees who have been handled well by providing shelters such as guesthouses and also they have carried out good supervision even though there is a shortage of officers and the distance to the shelter or homestead is far.

### **Role Dimensions**

Government organization network has an important role in organizational life. The organizational network in the role of government functions as an intermediary and ensures that the rules are running properly. In this case, the government will issue rules that will affect organizational life for common goals. Where each organization in building cooperation with other organizations, plays a role in managing their respective authorities and building coordination between organizational networks.

Organizational administration in the form of government networks can affect the effectiveness of inter-agency relations in a variety of interdependent activities. This is because within government organizations/institutions there are rules governing its activities both internally and externally with other institutions/organizations. Organizational administration as a form of network in governance has a key role in coordinating and maintaining networks. Each institution/organization certainly has a different organizational administration system. In terms of establishing cooperation between institutions/organizations, an organizational system that supports each other is needed. Organizational administration will act as an intermediary between government agencies in carrying out specified cooperative activities.

Therefore, organizational administration has an important role in the form of inter-agency networks, so that cooperative relations can be carried out due to the synergy of the work mechanisms of each institution.

The government network in the form of organizational administration is largely determined by the roles and mechanisms of each institution. As stated by Provan and Kenis (2008) that a network administrative organization provides the basic idea of the existence of a separate administration that is specifically regulated to regulate government networks and activities. The form of an administrative organizational network can be used as a mechanism to increase network legitimacy in dealing with unique and complex problems and reduce the complexity of government issues.

Government organization networks have an important role in organizational life. Organizational networks in the role of government function as intermediaries and ensure that the rules run properly. In this case, the government will issue rules that will affect organizational life for common goals. Where each organization in building cooperation with other organizations, plays a role in managing their respective authorities and building coordination between organizational networks.

Information obtained from interviews with Mr. Kus Winarno as Head of Immigration Dakim Intelligence is known that:

"Supervising and handling asylum seekers, if there are documents that are incomplete or in violation, they will be submitted to the Detention Center as stated in Presidential Decree 125 of 2016".

This is not in line with the results of observations made by researchers that there is no supervision in the field, namely shelters for asylum seekers or refugees with a field operation carried out by the Pekanbaru Class 1 Immigration Office.

From the results of the interviews conducted above, it can be seen that the role of Immigration in carrying out supervision is rarely carried out, those who carry out supervision more often are from prison officers.

Furthermore, the interview with Mr. Rafki Syukri as the UNHCR Pekanbaru Regional Representative found that:

"UNHCR plays a role and participates in acting in processing the victims to divide them into the category of refugees (refugees) or asylum seekers".

This is not in line with the results of observations made by researchers that UNHCR in its role, there are still many asylum seekers in Pekanbaru City who have not received status or that no data collection has been carried out on these asylum seekers. From the results of the interviews conducted above, it can be seen that UNHCR's role is not running optimally because researchers found that there are still many asylum seekers who have not received status. UNHCR is rather slow in carrying out its role, and also they are closed in carrying out their role in dealing with asylum seekers.

Furthermore, the interview with Mr. Rully Patria as the Head of Subdivision of the Rudenim can be seen as follows:

"In carrying out supervision, there are two types of supervision carried out, namely administrative supervision and coordinative supervision. Administrative supervision supervision by

using administrative data. Meanwhile, coordinative supervision is giving each other input according to their respective fields.

This is in line with the results of observations made by researchers that from the researchers themselves saw that the supervision carried out by the Rudenim had been carried out in accordance with Presidential Decree 125 of 2016. According to opinions and interview results from the analysis of researchers and observations made by the authors in the field, it can be concluded that in terms of the role it has been running optimal but certainly each of these three institutions has its drawbacks but they have done their role as well as possible, for example UNHCR, they carry out their role a little secretive and seem closed that I got information from the detention center.

## CONCLUSION

Network governance in dealing with asylum seekers at the Pekanbaru City Immigration Office can be seen from the organizational network settings. On the involvement dimension, it is the detention center that dominates in dealing with asylum seekers, they take action, record data and immediately deport asylum seekers who violate or whose documents are incomplete. While UNHCR's involvement carries out its duties and responsibilities based on the authority it has, such as determining the status of these immigrants whether their status is asylum seekers or refugees. Meanwhile, the involvement of the Immigration Office is only in carrying out enforcement and supervision in dealing with asylum seekers. On the commitment side, it appears that these three institutions are very committed in dealing with asylum seekers in Pekanbaru City. As the detention center is committed to humanizing the asylum seekers or refugees. Meanwhile, in terms of roles, it shows that the three institutions are a determining factor in dealing with asylum seekers. The implementation of the mechanism for dealing with asylum seekers has been carried out in accordance with the provisions governing each institution. From various dimensions of network governance, the cooperation network between Immigration, UNHCR, and Detention Center has coordinated with each other in handling asylum seekers in Pekanbaru City.

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# Network Governance In Handling Problems Of Asylum Seekers In Pekanbaru City

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