
Strengthening the Capacity of Immigration Officers in Passport Interviews as a Strategy to Prevent Trafficking in Women: A Systematic Literature Review

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Abstrak:

Human trafficking, particularly of women, remains a growing and complex transnational crime. Indonesia plays a strategic role in preventing trafficking through its immigration system, where immigration officers are key in identifying potential victims via gender-based passport interviews. This study systematically reviews literature on gender-based interview methods to evaluate their effectiveness in early detection and prevention of trafficking in women. Using the PRISMA protocol, nine relevant studies from major databases were analyzed, focusing on psychological trauma, passport procedures, and multi-stakeholder collaboration. Findings highlight challenges such as limited gender sensitivity in current immigration interviews and emphasize the need for specialized officer training. The research underscores the importance of integrating trauma-informed approaches and community-based policies to enhance detection and protection mechanisms. Strengthening immigration officers' capacity through continuous training and cooperation with international organizations and NGOs is crucial. This literature synthesis provides practical recommendations to improve immigration interview protocols and supports policy development aimed at reducing women's vulnerability to trafficking, especially in Indonesia's border regions. The study contributes a comprehensive framework for enhancing immigration responses to human trafficking, promoting early victim identification, and fostering collaborative prevention efforts.

Kata kunci: Passport interview, trafficking in women, prevention, immigration, systematic literature review. English

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INTRODUCTION

Human trafficking, especially involving women, is a complex and growing form of transnational crime. The International Organization for Migration (IOM) reports that women are often the main targets in human trafficking cases, with *modus operandi* becoming increasingly sophisticated and difficult to detect (Siregar et al., 2024). This highlights the urgent need for effective global measures to combat trafficking and protect vulnerable populations.

Indonesia, as a country with high migration traffic, has a strategic role in preventing trafficking in women, particularly through a strict immigration system. For example, the city of Medan has implemented policies to tackle trafficking in women and children through stricter regulations and increased supervision of corporate activities and foreign workers (Siregar et al., 2024). However, the success of such policies heavily depends on the capacity of immigration officers to identify potential victims and address cases with gender-sensitive approaches.

The gender-based passport interview method represents an innovative approach within the immigration system, focusing on psychological and social aspects to detect potential victims early. This method is grounded in the understanding that women who are trafficking victims often exhibit typical psychological distress, identifiable through communication

patterns and behaviors during interviews. The study draws on theories related to gender dynamics, trauma-informed care, and migration to analyze how these insights can inform immigration procedures.

Effective prevention of trafficking requires not only strong immigration policies but also a community-based approach to enhance enforcement and support (Atikawati et al., 2024). Strengthening immigration officers' capacity must encompass technical training as well as fostering a deeper understanding of social and psychological factors related to trafficking in women, ensuring policies are implemented in a holistic and context-sensitive manner.

Studies such as Flowerilla (2021) reveal that Indonesian passport services face challenges, including technical obstacles and insufficient gender sensitivity in interviews. Taufiq et al. (2024) further emphasize the need for specialized training and debriefing for officers dealing directly with individuals at risk of trafficking. These previous works provide a foundation for exploring effective strategies and capacity-building initiatives in immigration services.

Given the increasing cases of trafficking in women and the limitations identified in current immigration procedures, there is an urgent need to enhance the ability of officers to conduct gender-based interviews effectively. This is crucial to improve early detection, prevent exploitation, and address the growing threat in Indonesia's border regions, where vulnerable populations are at high risk.

This study aims to systematically review gender-based passport interview methods as a strategic approach to preventing trafficking in women. It seeks to identify best practices in immigration interviews, evaluate the effectiveness of implemented methods, and offer recommendations for capacity building among immigration officers.

By synthesizing empirical studies, international reports, and policy analyses, this research will provide a comprehensive overview of challenges and strategies for improving gender-sensitive immigration interviews. The findings are expected to aid policymakers, immigration authorities, and civil society organizations in strengthening protections for women vulnerable to trafficking, thereby contributing to more effective prevention and enforcement efforts in Indonesia.

METHOD

This study uses a systematic literature review (SLR) following the PRISMA protocol to analyze how immigration officers' capacity in gender-based passport interviews can prevent trafficking in women. The review focused on key questions about effective detection indicators, implementation of gender-sensitive methods, and multi-stakeholder collaboration. Literature was sourced from major databases and official repositories using keywords related to trafficking, immigration, interviews, prevention, and gender approaches, with inclusion criteria emphasizing relevant scientific studies from 2000–2024. From 124 initial articles, 9 were selected after screening and quality assessment based on adapted CASP criteria. Data extracted included objectives, methods, findings, and implications, which were synthesized thematically around victim trauma, passport procedures, and collaboration. The study applied theoretical frameworks such as Gender and Migration Theory and Trauma-Informed Approach. Despite limitations like focus on Indonesia and limited empirical evidence locally,

the research offers a comprehensive synthesis to guide capacity building for immigration officers in trafficking prevention.

RESULT AND DISCUSION

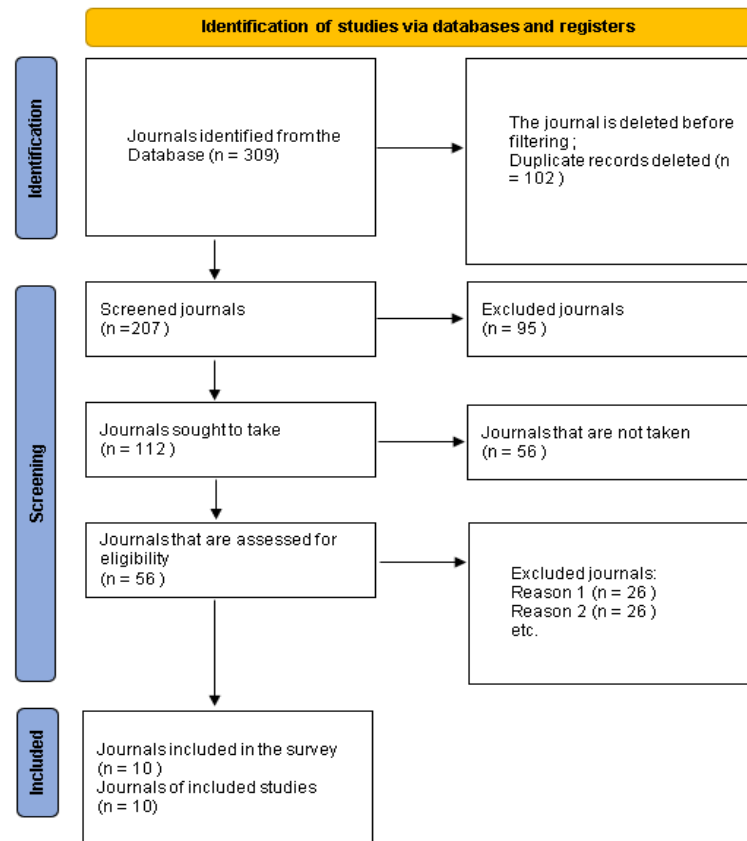


Figure 1. Flowchart Prisma

Table 1. Immigration Synthesis

Yes	Researcher Name	Heading	Method	Result	Relevance to Synthesis
1	(Siregar et al., 2024)	Legal Protection and Prevention of Trafficking in Women and Children	Case studies, interviews	Medan City Government Increases Supervision and Protection of Women Trafficking Victims	Relevant in demonstrating legal measures and prevention of trafficking in women
2	(Flowerilla, 2021)	Procedure for Online Passport Application Service	Literature study, observation	The passport service system still faces technical obstacles	Indicates the importance of increasing gender-based interviews in immigration
3	(Atikawati et al., 2024)	Political and Ideological	Surveys, interviews	The security of border areas is	Reinforcing the importance of

		Vulnerabilities in Indonesia's Border		affected by government involvement	immigration's role in monitoring trafficking in women
4	(Alwi et al., 2022)	Medical Tourism Innovation	Qualitative studies	The great potential of the health sector in the national economy	It is not directly related, but it presents opportunities for collaboration between immigration and the health sector
5	(Romadhon & Lestari, 2024)	Biofinancing Citizenship: Gotong Royong in JKN	Policy analysis	The concept of mutual cooperation affects national health policy	Describe the concept of cooperation in overcoming social problems
6	(Gunawan Wibisono, 2024)	The Role of MSME Actors in Scrap Metal Business	Qualitative studies	MSMEs as a factor in economic resilience	It is not directly related, but shows the economic impact on victims of human trafficking
7	(Anggita, 2024)	Cooperative Governance in Handling Illegal Migrant Workers	Descriptive studies	Cross-border relations between Indonesia and Malaysia affect illegal migration	Providing insights into the challenges of illegal migration in the context of human trafficking
8	(Qanitah et al., 2025)	Analysis of the Effectiveness of the Passport Making Process	Literature studies	Passport services require increased efficiency	Demonstrating the importance of reforms in immigration procedures for the prevention of human trafficking
9	(Rachmadhani et al., 2024)	Literature Search on the Trauma of Women Victims of Sex Trafficking	Literature review	Victims of sex trafficking experience long-term trauma	Emphasizing the importance of gender-based interviews in detecting victims

Conclusion. The Urgency of Strengthening the Capacity of Immigration Officers in the Context of Trafficking in Women. The security challenges of Indonesia's border regions face increasing complexity, especially in the context of cross-border trafficking of women. Based on a study conducted by (Anwar, 2022), Indonesia-Malaysia border management requires a more planned, integrated, and comprehensive approach. Securing border areas is not only related to aspects of state sovereignty, but also closely related to the protection of vulnerable groups, especially women who have the potential to become victims of human trafficking.

The strategic role of immigration officers as the front line is increasingly crucial given the complexity of problems in border areas. (Suwarno et al., 2021) revealed that coordinated response management is needed between various institutions, including immigration officers, in dealing with various forms of violations in border areas. This emphasizes the importance of strengthening the capacity of immigration officers in detecting and preventing cases of trafficking in women.

The identification of weaknesses of conventional systems in border surveillance is also an important highlight. Studies conducted by Maciejewski & Mazure (2000) show that vulnerable groups, including Indonesian Migrant Workers (PMI), often face various problems in the destination country. This condition indicates the need for a more effective surveillance system for immigration officers, especially in the initial screening process before departure.

In the context of strengthening the capacity of immigration officers, a fundamental aspect that needs to be considered is the development of competence in conducting gender-based interviews. This approach is crucial given the special characteristics of vulnerable groups, especially women who have the potential to be victims of human trafficking. Immigration officers need to be equipped with the ability to recognize indicators that indicate potential exploitation, ranging from document mismatches to suspicious behavior patterns of potential victims and perpetrators. Mastery of gender-sensitive interview techniques will allow officers to collect information effectively without inflicting additional trauma on potential victims.

The implementation of an integrated border management system (Integrated Border Management System) is one of the strategic solutions in optimizing the supervisory function. This system not only covers information technology aspects, but also involves standardization of operational procedures and coordination between agencies. The experiences of various countries show that the success of the prevention of trafficking in women depends heavily on the ability to integrate various sources of information and build effective cooperation networks. Immigration officers need to have access to a unified database that allows cross-verification of travel documents, travel history, and intelligence information related to human trafficking networks.

The cultural and social aspects of the screening process also require special attention. An in-depth understanding of the cultural context and social dynamics of border communities can assist immigration officers in identifying recruitment patterns and modus operandi of traffickers. Ethnographic studies conducted in various border areas of Indonesia show that perpetrators often use kinship ties and social networks to facilitate the process of human trafficking. Immigration officers need to be equipped with adequate anthropological knowledge to be able to understand the complexity of these social relations.

The development of standardized but flexible interview protocols is an urgent need in the context of preventing trafficking in women. This protocol must consider the psychological and trauma aspects that the potential victim may experience, while also providing space for officers to make adjustments according to the specific situation at hand. A trauma-informed approach in the interview process can help build trust and encourage openness from potential victims, thus facilitating the process of identifying human trafficking cases.

Institutional capacity building also includes aspects of continuous monitoring and evaluation. A comprehensive performance appraisal system needs to be developed to ensure the effectiveness of the implementation of gender-based interview protocols. Success indicators are not only measured by the number of cases that have been successfully identified, but also by the quality of the screening process and the level of stakeholder satisfaction. The data collected through this monitoring system can be used as a basis for policy development and improvement of operational procedures.

International collaboration is a vital aspect in efforts to prevent trafficking in women given the transnational characteristics of this crime. Indonesian immigration officers need to build strong networks of cooperation with their counterparts in destination countries, especially in terms of information exchange and joint capacity building. Joint training programs and exchange of experiences can enrich perspectives and improve the effectiveness of screening in border areas.

The technological aspect of the screening process also requires special attention. The development of artificial intelligence and machine learning systems to support the process of identifying human trafficking cases can improve the accuracy and work efficiency of immigration officers. However, the use of this technology must still consider the ethical aspects and privacy of personal data. Immigration officers need to be equipped with the ability to integrate modern technology with a humanist approach in the screening process.

Strengthening the legal framework aspect is also an important component in efforts to prevent trafficking in women. Harmonization of national regulations with international standards needs to be carried out to ensure the effectiveness of law enforcement. Immigration officers need to have a comprehensive understanding of the applicable legal framework, including international protocols and national regulations related to the prevention of human trafficking. This understanding will help in the process of making the right decisions when dealing with cases in the field.

The development of coordination mechanisms between agencies is also a priority in strengthening the capacity of immigration officers. The establishment of a dedicated task force involving various stakeholders can facilitate more effective information exchange and response coordination. Immigration officers need to have a clear understanding of the roles and responsibilities of each institution, as well as the referral mechanisms available for handling trafficking cases.

The welfare aspect and psychosocial support for immigration officers themselves should also not be ignored. Exposure to human trafficking cases can have a psychological impact on officers. Psychosocial support and stress management programs need to be developed to ensure that officers' mental health and work productivity are maintained. This will contribute to improving the quality of services and the effectiveness of preventing trafficking in women in border areas.

The above discussion shows the complexity of the challenges faced in efforts to strengthen the capacity of immigration officers to prevent trafficking in women. A holistic approach that combines aspects of technical competence, socio-cultural understanding, technological support, and international cooperation is key to the success of this program. The effective implementation of these components will contribute significantly to efforts to protect vulnerable groups and prevent trafficking in Indonesia's border areas.

The Psychological Impact and Trauma of Victims of Trafficking in Women

(Ruslinia et al., 2023) in his research on Online Gender-Based Violence (KBGO) revealed the complexity of the psychological impact experienced by victims. Although the contexts are different, the patterns of trauma identified have relevance to trafficking cases. This study emphasizes the importance of an approach that considers aspects of the psychological resilience of victims in handling cases.

The importance of gender-sensitive approaches in interviews was further emphasized by findings on the role of family support and communication in victim trauma recovery. (Ruslinia et al., 2023) underline that traumatic impacts can be minimized through an approach that considers the psychological aspects of the victim. This is an important foundation for immigration officers in developing more gender-sensitive interview methods.

The implications of trauma on the victim identification process also need special attention. Studies on PMI by Maciejewski & Mazure (2000) show that depressed psychosocial conditions can affect the victim's ability to provide accurate information. This underscores the importance of immigration officers having the ability to recognize signs of trauma and adapt the interview approach according to the psychological condition of prospective migrants.

Passport Service Systems and Procedures: An Evaluation of Gender-Based Approaches

Analysis of the effectiveness of the current passport service system needs to consider various aspects of security and protection. (Arifin et al., 2024) in his study of the international legal framework emphasizes the importance of a balance between national interests and international commitments. In the context of passport services, this means integrating international standards for the protection of women into operational procedures.

Identifying gaps in interview procedures is becoming increasingly important given the complexity of the problems faced in border areas. (Anwar, 2022) revealed that effective border management requires complete and real-time information support. This implies the need for an interview system that is able to effectively gather crucial information about the trafficking potential of women.

The integration of gender perspectives in service SOPs needs to consider aspects of regional resilience comprehensively. (Suwarno et al., 2021) emphasized the importance of reconstructing security systems that consider various aspects, including social and cultural resilience of the community. In the context of passport services, this means developing procedures that are not only administratively efficient but also sensitive to women's specific needs and vulnerabilities.

The complexity of trauma experienced by victims of trafficking in women has multiple and long-term dimensions. Recent research shows that psychological impact is not only manifested in the form of Post-Traumatic Stress Disorder (PTSD), but also encompasses a broader spectrum of anxiety disorders, depression, and fundamental changes in the way victims perceive themselves and their environment. This condition is further exacerbated by the social stigma that is often attached to victims of trafficking, creating additional obstacles in the process of recovery and social reintegration.

The neurobiological aspects of trauma in female trafficking victims show significant changes in brain function, particularly in areas related to the regulation of emotions and memory. This has direct implications for the victim's ability to respond to questions in the interview process. When faced with situations reminiscent of traumatic experiences, victims may experience a dissociation or "freeze response" that hinders their ability to provide information coherently. Understanding these neurological mechanisms is essential for immigration officers in developing a more effective interview approach.

The importance of building a sense of security in the interview process cannot be ignored given the psychological condition of vulnerable victims. Research shows that supportive and non-judgmental interview environments can significantly increase victims' openness in sharing information. Immigration officers need to be equipped with the ability to create a supportive atmosphere, from the setting up of the interview room to the appropriate use of body language and tone of voice. This approach not only helps in the collection of more accurate information but also prevents re-traumatization in the victim.

The cultural aspect of understanding and expressing trauma also needs special attention. The manifestations of trauma can vary greatly depending on the cultural background of the victim. Different cultural groups may have different ways of expressing psychological distress, and understanding these cultural nuances is crucial in the interview process. Immigration officers need to develop cultural sensitivities that allow them to recognize and respond appropriately to various expressions of trauma.

The role of social support in the trauma recovery process cannot be separated from the effectiveness of interviews. Research shows that victims who have access to strong social support networks show better resilience in the face of trauma. In this context, immigration officers can act as a bridge connecting victims to available support services, while still

maintaining clear professional boundaries. This holistic approach helps create an environment that is more conducive to long-term trauma recovery.

The impact of trauma on the victim's memory and narrative is a crucial aspect that needs to be understood in the context of an interview. Trauma can affect the way victims remember and recount their experiences, often resulting in narratives that are not linear or fragmentary. Immigration officers need to understand that inconsistencies in stories do not necessarily indicate dishonesty, but can rather be a manifestation of the impact of trauma on cognitive function. This understanding is important to avoid misinterpretations that can harm the victim.

The gender aspect of human trafficking trauma has specific characteristics that need to be considered. The traumatic experiences experienced by women victims of human trafficking are often closely linked to gender-based violence and sexual exploitation. This creates an additional layer of complexity in the recovery process and requires a highly gender-sensitive approach. Immigration officers need to be equipped with a deep understanding of gender dynamics in the context of trauma to be able to provide an appropriate response.

The implications of trauma on decision-making and the victim's agency also need special attention. Trauma can affect the victim's ability to make decisions and advocate for their own interests. In this context, immigration officers need to balance the need to obtain information with respect for the autonomy of the victim. An overly directive or confrontational approach can be counterproductive and potentially exacerbate existing trauma.

The importance of the trauma-informed approach in interviews is further emphasized by empirical evidence of its effectiveness. This approach recognizes the prevalence of trauma and its broad impact, while actively seeking to avoid re-traumatization. The implementation of a trauma-informed approach requires a paradigm shift in the way immigration officers view and interact with potential migrants, with a focus on empowerment and recovery, not just information gathering.

The ongoing aspects of trauma recovery need to be integrated into the interview protocol. Interviews with victims of human trafficking are not just about gathering information, but they are also part of a larger recovery process. Immigration officers need to understand that any interaction with victims has the potential to support or hinder the long-term trauma recovery process. This understanding should be reflected in the development of interview protocols that are not only effective in gathering information but also supporting the healing process of the victim's trauma.

This additional discussion strengthens the argument about the importance of a comprehensive and sensitive approach in handling trafficking cases. By understanding the complexity of psychological and trauma impacts, immigration officers can develop more effective and humane interview methods, while supporting the victim's recovery process in the long run.

Multi-Stakeholder Collaboration in the Prevention of Trafficking in Women

Preventing trafficking in women requires a collaborative approach involving a wide range of stakeholders. Based on research (Rachmadhani et al., 2024), the impact of trauma experienced by victims of sex trafficking is complex, including physical, psychological, and social impacts. This shows the need for the involvement of various parties in handling cases. Social support from family and friends, as well as the help of professionals such as psychologists, has proven effective in helping victims recover from trauma. The role of civil society organizations and NGOs is very crucial in providing psychosocial assistance and support for victims.

Coordination across government institutions can adopt the model applied in optimizing e-KTP services as explained in a study in Kalibaru Village (Nursalim, 2014). Strategies to

improve coordination and implementation of MSDM functions that include management and operational functions can be adapted to handle trafficking cases of women. The integrated coordination system allows for more effective and comprehensive handling of cases.

In the context of international cooperation, the experience of the Tanjungpinang Class I Immigration Office in the management of information and technology systems (Nursalim, 2014) can be a model for the development of an integrated information system in handling cases of cross-border trafficking of women. The efficient use of information technology can speed up the process of identifying and handling cases, as well as facilitating coordination between countries in prevention and enforcement efforts.

Development of Gender-Based Interview Methods for Immigration Officers

The development of gender-based interview methods needs to consider the trauma aspects experienced by victims of sex trafficking. According to (Rachmadhani et al., 2024), victims often experience anxiety, feelings of guilt, loss of confidence, and post-traumatic stress symptoms. Gender-sensitive interview techniques should be designed with the psychological condition of these victims in mind to avoid re-traumatization during the interview process.

Based on the experience of the Tanjungpinang Class I Immigration Office (Qanitah et al., 2025), customer service improvement training can be integrated with the development of officer competencies in conducting gender-sensitive interviews. Indicators of detection of potential victims can be developed by taking into account various risk factors and patterns commonly encountered in cases of trafficking in women.

The protocol for handling identified cases can adopt a systematic management approach as applied in the e-KTP service (Nursalim, 2014). The implementation of structured management and operational functions can help ensure effective and consistent case handling.

Strengthening Regional Resilience Through Optimization of Immigration Functions

Strengthening regional resilience through the optimization of immigration functions requires a comprehensive and integrated approach. Based on a study in Kalibaru Village (Nursalim, 2014), the strategy of optimizing public services which includes improving coordination and implementation of MSDM functions can be adapted to strengthen the immigration function. The integration of border surveillance systems needs to be supported by adequate information technology infrastructure and an effective coordination system.

Increasing the capacity of immigration human resources can refer to recommendations from research (Qanitah et al., 2025) that emphasize the importance of improving service personnel and training in improving customer service. Competency development programs need to be systematically designed to ensure that immigration officers have the skills needed to carry out their functions.

Evaluation and monitoring of system implementation can adopt the approach used in the analysis of service effectiveness as applied at the Tanjungpinang Class I Immigration Office (Qanitah et al., 2025). The evaluation system needs to consider various aspects such as process speed, applicant satisfaction, and the effectiveness of the use of information technology. The development of a more efficient information system is also needed to support the monitoring and evaluation process.

The implementation of an integrated border surveillance system must consider the aspects of effectiveness and efficiency, as described in a study on health financing (Firman & Lestari, 2024). Cost control and resource optimization are important factors in ensuring the sustainability of the border surveillance system. In addition, the development of policies and regulations that support the optimization of the immigration function needs to consider aspects

of consumer protection and the public interest, as discussed in the analysis of the sugary beverage excise policy (Singgih Sasono & Isharyanto, 2024).

CONCLUSION

This study analyzes the strategy of strengthening the capacity of immigration officers in passport interviews as an effort to prevent trafficking in women through the systematic literature review method. The results of the study show that improving interview skills based on risk analysis and the use of specific indicators are crucial factors in detecting potential human trafficking. In addition, ongoing training and cooperation with relevant institutions, such as international organizations and NGOs, are important components in strengthening the effectiveness of immigration interviews. With a literature-based approach, this study confirms that a structured and data-based passport interview system can improve early detection and minimize exploitation gaps in the immigration system.

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