

## SUMMARY

Milatul Hakimah, 2019, **Implementation of Population Administration Policy for Foreigners in Malang City** (Study of Temporary Residential Card Service at Population and Civil Registration Agency of Malang City), Thesis, Imam Hanafi, Dr., M.Si., MS., 191 pages + xv.

This research was conducted to know the implementation of population administration policies for foreigners in Malang City. Some facts that form as the basic problem in this research are the fact that 1) Malang also has the same problem as some other Local Governments that not all foreigners living in Malang City have been recorded by the Population and Civil Registration Agency of Malang City; 2) Malang City is faced with the problem of weak discipline in population reporting; and 3) Malang City is an education city and most of the foreigners in Malang are students, thus demanding that the Malang City Government provide excellent population services to help facilitate the performance of all relevant institutions in controlling foreigners in Malang City.

This research is descriptive research that used a qualitative approach. The site of this research is the Population and Civil Registration Agency of Malang City as the main actor conducting Population Administration Policy in Malang City. This research focuses on 4 (four) aspects, namely communication, resources, disposition, and bureaucratic structure. That refers to the model of policy implementation made by George C. Edward III. Data collection techniques in this research used observation, interviews, and documentation. The instrument's assistant used in collecting data were interview guide, camera, and sound recording device. The data analysis of this research is the Interactive Model of Miles and Huberman's Method. The validity data test of this research used the credibility test by sources triangulation.

The results of this research indicate that the Temporary Residential Card service in Malang City in general has been implemented well. Although the implementation has two obstacles, namely 1) the low ability of service personnel in communicating using a foreign language; and 2) discrepancy between the contents of the policy and the implementation of the policy that is not applicable fines or administrative sanctions for late reporting. The suggestions proposed by the author, namely 1) policymakers must required the communication skill in using a foreign language for service personnel or must provide more intensive language training for personnel; and 2) policymakers compulsory to implement the contents of the policy correctly or if that can't be done, they must change the contents of the policy.

**Keywords:** *Population Administration, Policy Implementation*