

ABSTRAK

Penelitian ini menganalisis implementasi *Coordinated Border Management* (CBM) dengan pendekatan *Collaborative Governance* di Pos Lintas Batas Negara (PLBN) Entikong, Kalimantan Barat, sebagai pintu utama perdagangan dan mobilitas antara Indonesia dan Malaysia. Tujuan penelitian adalah mengidentifikasi implementasi CBM, hambatan, serta merumuskan model kolaborasi yang efektif. Metode kualitatif digunakan melalui wawancara mendalam dengan perwakilan instansi CIQS (Bea Cukai, Imigrasi, Karantina, Keamanan), TNI, dan BNPP, observasi lapangan, serta analisis dokumen. Hasil menunjukkan bahwa koordinasi antarinstansi diwadahi dalam forum "Pilar Entikong" yang melibatkan 17 instansi, namun masih bersifat informal. Implementasi CBM mencapai kemajuan dalam transparansi regulasi, pemeriksaan terpadu, dan infrastruktur, tetapi menghadapi tantangan seperti keterbatasan SDM, ketergantungan pada komunikasi berbasis WhatsApp, serta ketidakpatuhan masyarakat. Penelitian mengusulkan model yang mengintegrasikan teknologi terpadu (*Single Window Clearance System*), harmonisasi regulasi, peningkatan kapasitas SDM melalui pelatihan bersama, dan partisipasi sektor swasta. Model ini dirancang untuk mempercepat proses pelayanan, meningkatkan akuntabilitas, dan mengoptimalkan pengawasan melalui sinergi lintas instansi. Rekomendasi strategis mencakup formalisasi forum koordinasi, penguatan kerangka hukum, serta investasi dalam sistem informasi terintegrasi. Temuan ini memberikan kontribusi teoritis dalam pengembangan literasi *Collaborative Governance* di sektor perbatasan dan praktis bagi kebijakan pengelolaan perbatasan yang lebih efisien dan inklusif.

Kata Kunci: Coordinated Border Management, Collaborative Governance, PLBN Entikong, Smart Border Post, Kolaborasi Lintas Instansi.

ABSTRACT

This study analyzes the implementation of Coordinated Border Management (CBM) using a Collaborative Governance approach at the Entikong Border Crossing Post (PLBN) in West Kalimantan, which serves as a primary gateway for trade and mobility between Indonesia and Malaysia. The research aims to identify the implementation of CBM, its challenges, and to formulate an effective collaboration model. A qualitative method was employed through in-depth interviews with representatives from CIQS agencies (Customs, Immigration, Quarantine, Security), the Indonesian National Armed Forces (TNI), and the National Border Management Agency (BNPP), along with field observations and document analysis. Findings indicate that inter-agency coordination is facilitated through the "Entikong Pillar" forum, which involves 17 institutions, although it remains informal in nature. The implementation of CBM has shown progress in regulatory transparency, integrated inspections, and infrastructure development. However, challenges persist, including limited human resources, reliance on WhatsApp-based communication, and non-compliance among local communities. The study proposes a model that integrates advanced technology (Single Window Clearance System), regulatory harmonization, capacity building through joint training, and private sector participation. This model is designed to accelerate service processes, enhance accountability, and optimize supervision through inter-agency synergy. Strategic recommendations include formalizing the coordination forum, strengthening the legal framework, and investing in integrated information systems. These findings contribute theoretically to the development of Collaborative Governance literature in border management and offer practical implications for more efficient and inclusive border governance policies.

Keywords: Coordinated Border Management, Collaborative Governance, PLBN Entikong, Smart Border Post, Inter-Agency Collaboration.