

## Evaluasi pelaksanaan pemeriksaan dan pelayanan lintas batas di Pos Lintas Batas Negara (PLBN) terpadu Nanga Badau = Evaluation of the implementation of cross border inspections and services at the integrated cross border-post (PLBN) in Nanga Badau

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### Abstrak

Tulisan ini mendeskripsikan dan menganalisis pelaksanaan serta faktor pendukung dan kendala pemeriksaan dan pelayanan lalu lintas orang dan barang di PLBN Terpadu Nanga Badau. Selanjutnya menentukan strategi peningkatan

layanan PLBN Terpadu Nanga Badau agar lebih baik. Metode yang digunakan dalam penelitian ini adalah kualitatif deskriptif. Teori implementasi George C. Edward III dalam buku Agustino (2017) dengan indikator, komunikasi, sumber

daya, disposisi dan struktur organisasi digunakan untuk menganalisis pelaksanaan pemeriksaan dan pelayanan lintas batas. Strategi ditentukan dengan menggunakan konsep Pearce dan Robinson (2000) tentang analisis lingkungan

internal dan eksternal organisasi atau dikenal dengan istilah analisis SWOT. Pedoman dalam menentukan strategi pengembangan wilayah perbatasan menggunakan pendapat C.T. Wu (2001). Strategi tersebut terdiri dari investasi

infrastruktur sebelum pembangunan ekonomi dimulai, investasi sektor swasta serta program kebijakan yang bertujuan memfasilitasi pengembangan lintas batas. Data diperoleh dari hasil wawancara dan observasi di lapangan. Analisis data menggunakan model Miles dan Huberman (1992) yang dilakukan secara langsung dan terus menerus sehingga data jenuh. Kesimpulan dari penelitian ini bahwa PLBN Terpadu Nanga Badau merupakan tempat keterpaduan layanan

unsur CIQS dan kegiatan operasional dan maintenance. Keterpaduan pelayanan terdiri atas 6 (enam) instansi yaitu: BNPP, Bea dan Cukai, Imigrasi, Karantina

Hewan dan Tumbuhan, Karantina Ikan dan Karantina kesehatan. Faktor pendukung pelaksanaan berupa peraturan yang jelas, sarana pemeriksaan inti serta sumber daya manusia yang berkualitas sesuai bidangnya. Faktor kendala

berupa keterbatasan sarana dan prasarana pendukung, kantor pusat yang berada jauh dari PLBN, jumlah anggaran operasional dan petugas sedikit serta pola kebiasaan masyarakat melakukan lintas batas. Hasil analisis SWOT diketahui bahwa strategi yang tepat dalam meningkatkan pemeriksaan dan pelayanan lintas batas orang dan barang di PLBN Terpadu Nanga Badau adalah memobilisasi

kekuatan yang ada untuk bisa meminimalisir ancaman dan mengubah menjadi peluang seperti dengan cara diversifikasi layanan dan pemeriksaan.

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This article described and analyzed the implementation, supporting factors and related obstacles in the implementation of cross border inspections and services for people and goods at the Integrated Cross Border-Post (PLBN) In Nanga Badau. The objective was to determine the strategy to improve the services at Integrated Cross Border-Post (PLBN) In Nanga Badau. This research applied descriptive qualitative method.

The researcher also applied implementation theory from George C. Edward III, as referred in Agustinos book (2017) with indicators, communication, resources, disposition and organizational structure, all of these elements were used to analyze the implementation of cross-border inspections and services. The strategy is determined by using the concepts from Pearce and Robinson (2000) about the analysis of the internal and external environment of the organization or better known as the SWOT analysis. The guidelines in determining the strategy for developing the border region was adapted from C.T. Wu (2001). The strategy consists of infrastructure investment prior to economic development, private sector investment and policy programs aimed at facilitating cross-border development. The source of the data were from interviews and field observations. Then, the data were analyzed based on the model from Miles and Huberman (1992). The data obtained were analyzed directly and continuously until the data reached the saturated point. In conclusion, the Integrated Cross Border-Post (PLBN) In Nanga Badau was a good model of for integrated cross border post that met the service criteria of CIQS and also for operational and maintenance activities. The integrated services consist of 6 (six) agencies, namely: BNPP (National Border Management Authority), Customs, Immigration, Animal and Plant Quarantine, Fish Quarantine and Health Quarantine. The supporting factors for the implementation of inspections and services were clear and definitive regulation, complete inspection facilities and competent human resources for this field. The obstacle factors were limited supporting facilities and infrastructure, head office which was quite distant from PLBN, limited operational budget and limited number of officials, and locals habit in dealing with cross border activities. The results of the SWOT analysis revealed that the effective strategy in improving cross-border inspections and services for people and goods in Integrated Cross Border-Post (PLBN) is to mobilize all available resources and power to minimize threats and transform them into opportunities by conducting diversification of services and inspections.