

INTISARI

Penelitian ini bertujuan untuk menganalisis peran kepemimpinan kolaboratif dalam penyelenggaraan Posko Angkutan Lebaran 2025 di Pelabuhan Penyeberangan Hunimua. Latar belakang penelitian ini adalah kompleksitas tata kelola pelayanan publik lintas instansi dalam konteks arus mudik dan balik yang membutuhkan kepemimpinan lintas sektor yang mampu memfasilitasi kerja sama antaraktor. Fokus utama kajian diarahkan dengan menelaah bagaimana peran pemimpin posko memengaruhi efektivitas koordinasi lintas instansi dan pelayanan publik. Fokus kajian mencakup lima aspek utama: bentuk kepemimpinan kolaboratif, kualitas kolaborasi antaraktor, efektivitas pelayanan berdasarkan standar pelayanan pelabuhan penyeberanga, dinamika sosial-organisasional, serta evaluasi terhadap penjelasan alternatif (*rival explanations*). Penelitian ini menggunakan pendekatan kualitatif dengan desain studi kasus tunggal tertanam. Teknik pengumpulan data meliputi wawancara mendalam, observasi langsung selama masa operasional posko, dan analisis dokumen. Data dianalisis secara tematik dengan bantuan kerangka teori kepemimpinan kolaboratif Ansell & Gash (2012) dan teori *co-action* dari Hrelja et al. (2016). Validitas data diperkuat melalui triangulasi sumber dan metode. Hasil penelitian menunjukkan bahwa kepemimpinan kolaboratif memainkan peran penting dalam membentuk nilai-nilai bersama, mekanisme koordinasi, serta penyelesaian konflik antarinstansi. Ketua Regu berperan sebagai *steward* operasional mediator lapangan dan katalisator, sedangkan Penanggung Jawab Posko memegang peran sebagai *steward* strategis. Posko dinilai efektif dalam aspek keselamatan dan keteraturan layanan, namun masih memiliki tantangan dalam hal kenyamanan dan kesetaraan akses. Penelitian ini merekomendasikan penguatan peran fasilitator kolaboratif, peningkatan forum evaluasi bersama, serta dukungan logistik dan digitalisasi dalam pengelolaan posko di masa mendatang.

Kata Kunci: kepemimpinan kolaboratif, posko angkutan lebaran, pelabuhan penyeberangan, koordinasi lintas instansi, studi kasus

ABSTRACT

This study aims to analyze the role of collaborative leadership in the implementation of the 2025 Eid Transportation Post at the Hunimua Ferry Port. The research is grounded in the complexity of cross-agency public service governance during the peak travel period, which requires cross-sectoral leadership capable of facilitating inter-actor cooperation. The core focus of the study examines how the role of the post leader influences the effectiveness of inter-agency coordination and public service delivery. The analysis centers on five key aspects: the forms of collaborative leadership, the quality of inter-organizational collaboration, service effectiveness based on ferry port service standards, socio-organizational dynamics, and evaluation of alternative explanations (rival explanations). This study adopts a qualitative approach using a single embedded case study design. Data was collected through in-depth interviews, direct observation during the post's operational period, and document analysis. Thematic analysis was applied using the collaborative leadership framework of Ansell & Gash (2012) and the co-action theory of Hrelja et al. (2016). Data validity was reinforced through source and method triangulation. The findings indicate that collaborative leadership plays a vital role in fostering shared values, coordination mechanisms, and conflict resolution among agencies. The Post Team Leader functioned as an operational steward, field mediator, and catalyst, while the Post Coordinator assumed the role of strategic steward. The post was found to be effective in terms of safety and service order but faced challenges in comfort and equity of access. The study recommends strengthening the role of collaborative facilitators, enhancing joint evaluation forums, and improving logistical support and digitalization in future post management.

Keywords: collaborative leadership, Eid transportation post, ferry port, inter-agency coordination, case study.