

ABSTRAK

Penanganan pengungsi Rohingya di Kantor Imigrasi Punteut, Gampong Ulee Blang Mane, Kecamatan Blang Mangat, Kota Lhokseumawe masih belum adanya kerja sama antara Pemerintah Aceh dan Pemerintah Kota Lhokseumawe maupun masyarakat lokal. Hasilnya masyarakat sering melakukan aktivitas penolakan atas penerimaan pengungsi rohingya. Penelitian ini menggunakan teori Collaborative Governance dari Ansell & Gash yang mencakup dialog tatap muka, pembangunan kepercayaan, pemahaman bersama. Metode digunakan pendekatan kualitatif, dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa pertama, dialog tatap muka yang menjadi sarana membagi peran, menyusun strategi, dan merespons keresahan masyarakat; kedua, pembangunan kepercayaan melalui interaksi konsisten dan komunikasi terbuka antar lembaga; ketiga, pemahaman bersama yang mencakup kesamaan tujuan, pembagian peran, serta kejelasan wewenang untuk mendukung kerja sama yang efektif. Hambatan dalam *collaborative governance* penanganan pengungsi Rohingya di Kota Lhokseumawe meliputi; pertama, persepsi negatif masyarakat lokal yang dilatarbelakangi kekhawatiran akan dampak sosial, ekonomi, dan keamanan. Kedua, belum adanya kebijakan terpadu secara nasional yang menyebabkan koordinasi antar lembaga masih sektoral, tumpang tindih kewenangan, dan respons yang tidak efisien. Agar *collaborative governance* dalam penanganan pengungsi Rohingya di Kota Lhokseumawe berjalan optimal, perlu dilakukan penguatan forum dialog tatap muka secara rutin, membangun kepercayaan melalui komunikasi terbuka dan konsistensi peran, serta memperjelas pembagian tugas antar lembaga. Selain itu, hambatan yang muncul seperti persepsi negatif masyarakat perlu diatasi melalui sosialisasi dan edukasi publik untuk menumbuhkan kesadaran kemanusiaan. Pemerintah pusat juga perlu segera merumuskan kebijakan nasional yang terpadu sebagai pedoman koordinasi lintas sektor, agar penanganan pengungsi menjadi lebih terarah, efisien, dan bebas dari tumpang tindih kewenangan.

Kata Kunci: *Collaborative, Governance*, Pengungsi, Rohingya.

ABSTRACT

The handling of Rohingya refugees at the Punteut Immigration Office, Gampong Ulee Blang Mane, Blang Mangat Subdistrict, Lhokseumawe City, still lacks cooperation between the Aceh Provincial Government, the Lhokseumawe City Government, and the local community. As a result, the community often engages in acts of rejection toward the acceptance of Rohingya refugees. This study uses the Collaborative Governance theory by Ansell & Gash, which includes face-to-face dialogue, trust building, and shared understanding. The research method uses a qualitative approach, with data collection techniques through observation, interviews, and documentation. The findings show that: first, face-to-face dialogue serves as a platform to divide roles, formulate strategies, and respond to public concerns; second, trust building is achieved through consistent interaction and open communication between institutions; third, shared understanding involves common goals, role distribution, and clear authority to support effective cooperation. The obstacles to collaborative governance in handling Rohingya refugees in Lhokseumawe include: first, negative public perceptions rooted in concerns over social, economic, and security impacts; second, the absence of an integrated national policy, which causes inter-agency coordination to remain sectoral, leading to overlapping authorities and inefficient responses. To ensure the optimal implementation of collaborative governance in the handling of Rohingya refugees in Lhokseumawe, it is necessary to strengthen regular face-to-face dialogue forums, build trust through open communication and consistent roles, and clarify the division of tasks between institutions. Moreover, obstacles such as negative public perceptions must be addressed through public outreach and education to foster humanitarian awareness. The central government must also immediately formulate an integrated national policy as a formal guideline for cross-sector coordination, so that refugee management becomes more targeted, efficient, and free from overlapping responsibilities.

Keywords: Collaborative, Governance, Refugees, Rohingya.