**ABSTRAK**

Penelitian ini dilatarbelakangi oleh penguatan birokrasi akan memiliki peran dalam peningkatan kualitas pelayanan publik yang dilaksanakan di Wilayah Sebatik Kabupaten Nunukan Provinsi Kalimantan Utara. Masih banyak persoalan atau fenomena yang terjadi sehubungan dengan peran birokrasi yang berimplikasi kepada kualitas pelayanan publik.

Dapat dirumuskan masalah “bagaimana penguatan birokrasi dalam meningkatkan kualitas pelayanan publik di Wilayah Perbatasan Indonesia-Malaysia khususnya di Wilayah Sebatik Kabupaten Nunukan Kalimantan Utara.

Metode penelitian yang digunakan adalah deskriptif analisis dengan pendekatan kualitatif, adapun teknik penentuan informan digunakan *purposive* dengan rincian Bupati Nunukan; Konsulat Tawau; Anggota DPRD; Tokoh masyarakat; Para Kepala Dinas; Para Camat dan Tokoh Masyarakat serta LSM.

Hasil penelitian yang diperoleh bahwa peran birokrasi yang dilihat dengan *five core strategies* belum begitu kuat, masih dihadapkan kepada persoalan kompetensi aparatur dan kelembagaan sehingga belum mampu meningkatkan kualitas pelayanan publik.

Dengan demikian persoalan penguatan peran birokrasi di wilayah Sebatik memiliki kompleksitas yang khas sebagai wilayah perbatasan negara yang memerlukan perlakuan khusus didalam manajemen pemerintahan, termasuk dalam kontek peningkatan kualitas pelayanan publik. Sehingga untuk penguatan peran birokrasi dalam peningkatan kualitas publik di Wilayah Sebatik terkait dengan *five core strategies* diperlukan penambahan *core* kompetensi dan kewenangan organisasi birokrasi lokal dalam lingkup *capacity building* dengan memperhatikan kearifan lokal.

Kata Kunci : Penguatan peran birokrasi*, five core strategies*, kualitas pelayanan publik

***ABSTRACT***

***The background of this research was the strengthening of bureaucracy would have a role to improve the quality of public services, which carried out in Sebatik Region, Nunukan Regency, North Kalimantan Province. There were still a lot of problem or phenomenon that happened related to the role of bureaucracy which implicated to the public services.

The problem was "how the strengthening of bureaucracy to improve the quality of public servicesin the border region between Indonesia and Malaysia, especially in the Sebatik Region, Nunukan Regency, North Kalimantan Province."

The method of this research was descriptive analysis with a qualitative approach, while the determination of informants using purposive, and the informants were The Regent of Nunukan, The Consulate of Tawau, Members of parliament, The heads of Department, The sub-district and community leaders and NGOs.

The result of this research found that the role of bureaucracy through five core strategies was not strong enough, it was still faced to the competency problem of the apparatus and organization, hence it could not improve the quality of public services.

Thus, the problem of strengthening the role of bureaucracy in Sebatik Region had its complexity as a border region, which needed special treatment in the management of government, including to the context strengthening the quality of public services. There fore, in order to strengthening the role of bureaucracy to improve the quality of public services in Sebatik Region through the five core strategies, requires adding the core of competency, authority of local bureaucracy organization in capacity building, which pay attention to the local wisdom.***

 ***Keywords: strengthening the role of bureaucracy, five core strategies, the quality of public services***