One Stop Services in Docking Ships at Tanjung Perak Port Surabaya

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ABSTRACT

The purpose of this study was to determine the accuracy of One Stop Service (OSS) in ships berthing at the port of Tanjung Perak, Surabaya. This research was conducted for one year starting from March 2020 to October 2020. This study used mix method (qualitative dan quantitave) with the source of the data obtained was primary data obtained directly from the research site by means of interviews and literature related to the title research result. The results obtained from this study indicate that the obstacles that occur in One Stop Service Center services in ships berthing at the port of Tanjung Perak are caused by a lack of pilots and pilot boats to guide ships to the port of Tanjung Perak, Surabaya. Based on data on the list of ships berthed at the Port of Tanjung Perak, Surabaya, of the 40 berths there were 34 (85%) ships that experienced delays in berthing while there were 6 ships that experienced punctual berthing (15%). It can be concluded that the ship berthing One Stop Service model has been carried out well in order to produce good goods documents and must add guide ships to improve smooth ship berthing services at PT. Port of Indonesia III, Tanjung Perak, Surabaya.

Keywords: service model, goods documents, one stop service, guide ships

A. Introduction

From a national economic perspective, sea transportation plays a significant role and is a major facilitator in international trade. The traffic of goods at the port continues to increase, the design of ships is getting bigger and the types of goods transported vary. Even some ships with extra large sizes are built for maximum mass transportation facilities and require an appropriate terminal, so that it takes a lot of time for proper and joint management between the ship and the goods being transported (Rafi, Salahudin, 2016). And currently the Sea Transportation Sector has quite tough challenges (Hanik, 2021).

The port is a place that provides facilities and infrastructure that support sea transportation activities in general, for shipping parties, the port is very important, especially in bridging transportation activities from sea to land (Idrus et al., 2012) and vice versa as well as bringing together between the producers and consumers (Hanik, 2021). The port includes infrastructure and a system, the port is a work environment consisting of land and water areas equipped with facilities that allow ships to dock and moor, for carrying out loading and unloading of goods and boarding and boarding of passengers from a mode of sea transportation (transportation ships), other transportation or vice versa) (Saleh, 2010). The development of ports is characterized by technological developments in the packaging of goods and equipment in addition to technology for sea transportation facilities which tend to increase (R. Rivas-Hermann, 2015), all of which affect investment patterns and management systems. Rapid information technology, especially computerization (Nurhikmah & Febriati, Farida, Ervianti, 2021), contributing to changes in the pattern of port planning and design as well as port operations (Vidya Selasdini, 2022). The port

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system is an important linkage in the global value chains (Youhui et al., 2019).

Development progress in Indonesia for the western part of Indonesia from year to year shows a fairly high development. To support development progress, goods are needed both from within the country and from abroad. In trade we know domestic trade and foreign trade, to support this trade other businesses are needed, one of these businesses is the transportation services business. The transportation service business is a business designated to represent the interests of senders and recipients (Shipper and Consignee) between countries in managing everything by land, sea and air.

To expedite the flow of goods in and out that are used to support the progress of development, transportation facilities are needed, both land, sea and air transportation. But in terms of transportation, the sea route is the best alternative where sea transportation is relatively more efficient and cheaper than other transportation.

In order to clarify more about the various problems that exist, the definition of transportation will first be explained. Transportation is the activity of moving goods (cargo) and passengers from one place to another (Fachrurrazi, T. M., RM, N. B., & Mataram, 2016). Sea transportation, goods coming in and out of the port are transported by ship where the meeting is at the port. For the western part of Indonesia, PT. Pelabuhan Indonesia III which has several branches in each region, one of its branches is PT. Pelabuhan Indonesia III Tanjung Perak branch, Surabaya.

Several studies related to ports are currently looking at logistics as one of the business strategies to achieve competitive advantage. The essence of logistics is the process of flow of goods-flow of information, where the flow here forms a supply chain from the starting point to the final point, which is controlled by the port (Purnomo et al., 2020). The Tanjung Emas container terminal saw the greatest percentage of ship docking time in August (12.15%) and ship docking time at the Tanjung Emas container terminal reached the lowest percentage in July (-41.15%). And the calculation results get a linear line equation $Y = 35.38 – 0.832X$ (Najoan et al., 2017). In solving berth time should manage the port well, cutting off the complicated bureaucracy, and using one synchronized system for all services (Rafi, Salahudin, 2016). Operating ships enable the company to achieve almost the same level of service and gain substantial cost savings if constraints in other parts of the system are alleviated, ie, storage capacities and working hours of ports are extended (Pujawan, N., Arief, MM, Tjahjono, B., & Kritchanchai, 2015).

Efforts to improve port services to service users, PT. Pelabuhan Indonesia III Tanjung Perak branch anticipates how far the demand for port services will go by making improvements both in human resources and management systems in accordance with the situation and conditions of the existing ports. One such system is the One-Stop Service Center (PPSA). By providing docking services, loading and unloading equipment services, warehouse/yard (CY) services, and the necessary resources. So that PPSA provides services to users of port services in a more orderly and efficient manner. Our research is limited only to berthing boat services at PT. Pelindo III Surabaya.

Another thing that also needs attention is when the ship arrives at the port. Upon arrival of the ship at the port pier, it is necessary to go through a docking procedure because Uncertainty arrival of the ship is a factor that is difficult to be avoided and controlled (Budipriyanto et al., 2015). Ship berthing is an activity to assist the captain so that navigation can be carried out in a safe, orderly and smooth manner by providing information about local water conditions to maintain the safety of the ship and the environment (Emde & Boysen, 2016). This ship berthing activity certainly requires a procedure/system. Everything that is done must follow the regulations that already exist in the shipping law, where there are techniques and how the ship docks. But not only that, there are also other factors that also participate in influencing the smooth berthing of ships such as the availability of available

facilities and infrastructure.

Ship berthing activities at Tanjung Perak Port in Surabaya are one of the efforts to realize shipping safety and protection of the marine environment. However, it is often found that the process of ships berthing at the port experiences obstacles. Based on a marine literature review, ship berthing maneuvers are considered to be the most complex procedure, with high pressure for the shipmaster to ensure safe operation (Bui et al., 2011).

Service has been formulated in the port business. Service system, procedure or certain method that is provided to other people, in this case the customer, so that the customer's needs can be met according to their expectations.

Furthermore, service quality is the expected level of excellence and control over the level of excellence to meet customer desires (Gurning, 2007). In Human Resources that Service have sense of fun given to other people accompanied by conveniences and fulfilling all their needs. To increase the quality of service related to the ability of an organization to meet or exceed customer expectations. Service activities occurs in direct interaction between a person and another person or machine physically, and provides customer satisfaction (Lasse, 2011).

The aim of this study is to find out what factors hinder PPSA services in docking ships at Tanjung Perak port, Surabaya. Based on the objectives, the benefits that can be obtained in this study are as input and knowledge for readers. As reference material for the Sea and Port Transportation Management course at the Makassar Shipping Science Polytechnic.

B. Methods

This research was a quantitative and qualitative research. Quantitative research was in the form of numbers, objects or data that can be written down (Leavy, 2017). Qualitative was not in the form of numbers that can support quantitative data (Creswell, 2014).

The location of this research is at the Port of Indonesia III, Tanjung Perak, Suarabaya, the research time is planned for approximately 1 (one) year, from March to October 2020.

In obtaining data and data sources are classified as follows that quantitative data is data in the form of numbers, objects or data that can be written down (Leavy, 2017). Qualitative data is data that is not in the form of numbers that can support quantitative data (Creswell, 2014).

Primary data obtained from assembled agencies based on the type of data needed. Secondary data obtained from written reports and other information regarding the activities of the One Stop Service (OSS) at the Port of Tanjung Perak, Surabaya.

To obtain the data needed in this study, the authors used several methods, as follows: Interview method, which is a way to obtain data by direct interviews with employees/staff or related parties.

Library Research Method (Library Research) is a method used through library research, literature that is related to this problem either through books, research reports, articles and others (Sugiyono, 2018).

The analytical method used in this report is a qualitative descriptive analysis method, which is a method that analyzes, describes, and summarizes various conditions and situations from various data collected from PT. Pelindo III Surabaya.

C Results and Discussion

Vessels entering the port, both Domestic (Dosmetic) and Foreign (International).

This can be seen from the flow of ship visits at the Port of Indonesia III, Tanjung Perak Branch, Surabaya.

1. One Stop Service (OSS)

In providing services to users of port services, PT. Pelabuhan Indonesia III Tanjung Perak Surabaya strives to provide the best, comfortable and integrated service in one service container, so that service users do not need to move to the location of the service counter when applying for port services. With the principle that good public service is easy, cheap, efficient and convenient, PT. Pelabuhan

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Indonesia III Tanjung Perak Surabaya built an integrated service center called the One-Stop Service Center (OSS).

The One Stop Service (OSS) is the main room where the public or users of port services submit requests for various services, both information services and port services. Central Room One-Stop Service (OSS) designed in such a way that service users still feel comfortable when seeking information, submitting service requests, making payments, conducting banking transactions and filing complaints as well as conducting joint daily meetings related to ship and goods services.

The One Stop Service (OSS) is an integrated one-roof service center providing all types of port services. When Center One-Stop Service (OSS). Other major ports in Indonesia still separate ship services, container services and job order management, Central One-Stop Service (OSS) has combined all the affairs of ship services, goods services, containers and job orders, just in one service table.

The One Stop Service (OSS) in 2010 won an Award from the Minister for Empowerment of State Apparatuses with the title of Excellent

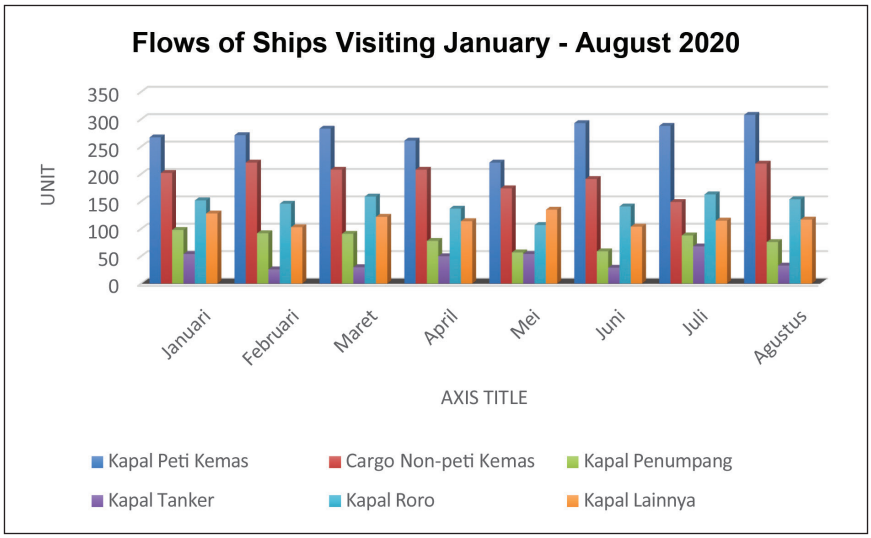

Figure 1 Ship Visit Flow Chart

Table 1 Flow of Ship Visits

No	Jenis Kapal	Satuan	Tahun 2020							
			Januari	Februari	Maret	April	Mei	Juni	Juli	Agustus
1	Kapal Peti Kemas	Unit	267	271	283	261	221	293	288	308
		GT	1.881.026	1.864.159	2.042.524	1.909.108	1.436.766	1.894.393	2.053.458	2.124.625
2	Cargo Non-Peti Kemas	Unit	202	221	208	208	174	191	149	219
		GT	700.962	840.869	1.127.983	942.442	984.404	922.322	723.210	855.587
3	Kapal Penumpang	Unit	98	92	91	78	57	59	88	76
		GT	1.019.927	1.035.819	980.812	673.905	497.288	586.616	855.527	743.324
4	Kapal Tanker	Unit	54	26	30	50	54	29	68	33
		GT	239.799	221.310	205.551	242.625	235.128	186.786	263.451	269.734
5	Kapal Roro	Unit	152	146	159	137	107	141	163	154
		GT	1.253.986	1.174.338	1.575.910	1.154.127	851.934	1.297.911	1.508.147	1.436.887
6	Kapal Lainnya	Unit	128	103	122	114	135	104	115	117
		GT	435.114	118.215	135.575	128.179	122.878	112.865	114.860	135.924
	Total	Unit	901	859	893	848	748	817	871	907
		GT	5.530.814	5.254.710	6.068.355	5.050.386	4.128.398	5.000.893	5.518.653	5.566.081

Source: PT. Port of Indonesia III Tanjung Perak Surabaya

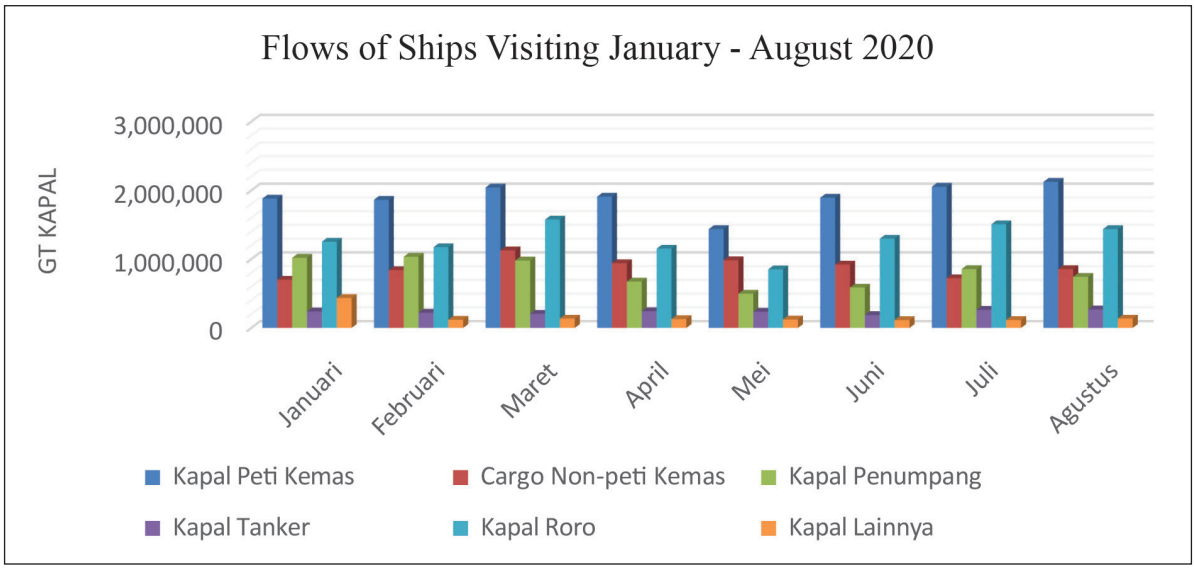

Figure 2 Ship Visit Flow Chart

Service Image. Central success indicators One-Stop Service (OSS) is success in providing excellent service, service oriented to customer satisfaction and professional service handling. The key to success is implemented by the Center One-Stop Service (OSS) by providing services in a professional manner and oriented to the satisfaction of PT. Port of Indonesia III, Tanjung Perak, Surabaya.

Although it has received an award, Center One-Stop Service (OSS) continue to develop themselves in providing services to port service users. Fore Center One-Stop Service (OSS) will serve Ship and Goods Service Requests with an online system so that it will be able to reduce the number of direct service queues and will be able to increase the convenience of port service users in submitting service requests. Center One-Stop Service (SSO will also continue to improve by making efficient the number of service officers with officers who can handle various kinds of services while still looking attractive, smart, polite, ethical and nimble.

Center One-Stop Service (SSO) at PT Pelabuhan Indonesia III Tanjung Perak Surabaya is a combination of various types of services, both ship services, cargo services, containers and financial payments. Types of services that can be done at the Center One-Stop Service (OSS) is as follows:

2. Information Services

Provide information about PT. Pelabuhan Indonesia III Tanjung Perak Surabaya Both from a business standpoint, port infrastructure and superstructure facilities. Access to information can be obtained through the Information Kiosk or from Customer Service.

Ship service provisions in Center One-Stop Service (OSS):

Every ship dock at the port area, the company submits a Ship and Goods Service Requests (PPKB) to Center One-Stop Service (OSS) at the latest 1X24 hours before the ship arrives. And every ship that moves/shifts, the company submits a Ship and Goods Service Requests (PPKB) to Center One-Stop Service (PPSA) at the latest 4 hours before the ship moves/shifting.

Every ship that has changed/canceled / shortened, the company submits a PPKB application to Center One-Stop Service (OSS) at the latest 4 hours before the change/ cancellation/shortening.

Every ship experiences an extension of service, the company submits a request to Center One Roof Service (OSS) at the latest 4 hours before the mooring deadline ends, attached with a time sheet and operational evaluation results from the operations division.

Every ship that comes out of the berth or rede, the company submits a PPKB application

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to Center One-Stop Service (OSS) at the latest 4 hours before the ship leaves, accompanied by a Sailing Permit (SIB) /Clearance Out issued by the Syahbandar.

Based on table 4.2 of data on the list of ships berthed at the Port of Tanjung Perak, Surabaya, of the 40 berths there were 34 (85%) ships that experienced delays in berthing while there were 6 ships that experienced punctual berthing (15%).

The results of the research on service analysis and the One Stop Service (OSS) in berthing of the ship that the One Stop Service (OSS) is not appropriate due to the lack of guide ships to serve scouts due to delay in ship docking services to the Tanjung Perak Surabaya.

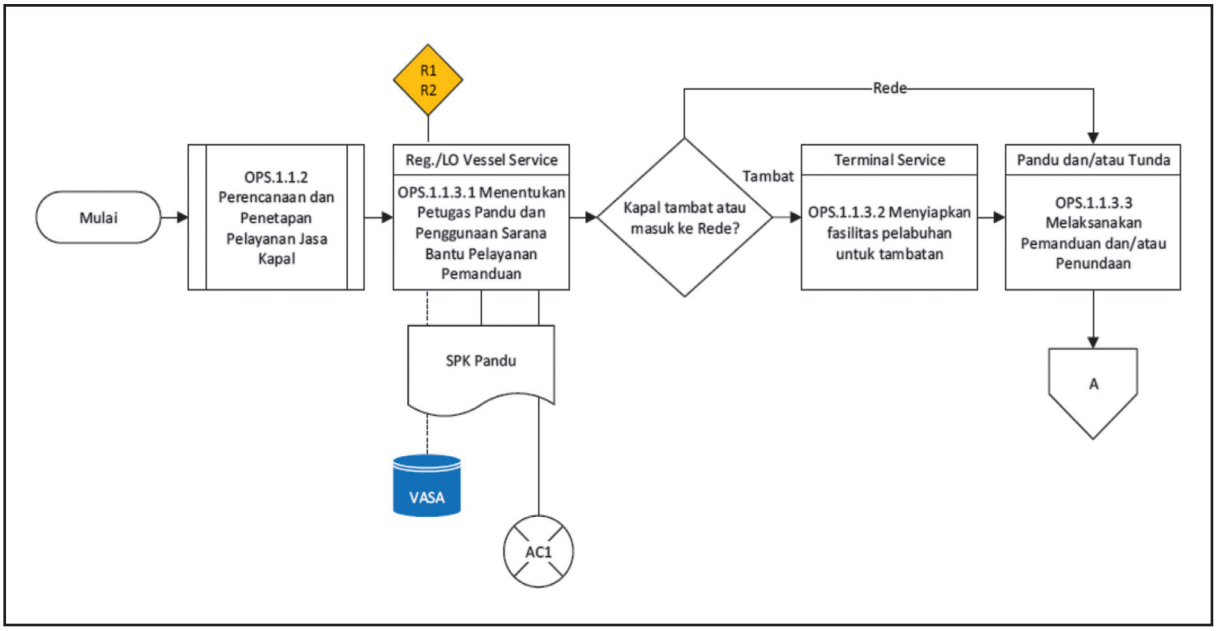
The service analysis for berthing from January to August 2020 is 3 (three) or 4 (four) hours because the distance from Karang Jamuang Surabaya is 25 miles (46.3 km) to the Tanjung Perak port area. The pilot ships arrived to guide the ship from Karang Jamuang Surabaya to the Tanjung Perak port pier takes approximately 3 (three) to 4 (four) hours. Thus, there was dock on time because ships that have finished loading and unloading at the port area were guided to Karang Jamuang and guide ships that will dock at PT. Port of Indonesia III Tanjung Perak Surabaya area.

Pilot ships owned by the Ship Service Division of PT. Port of Indonesia III Tanjung Perak Surabaya totaled 9 units of ships (table 4.3).

Moreover, ships that docked at the Tanjung Perak port area Surabaya experienced delays due to the lack of pilot ships that was provided by One Stop Service (SSO).

Some of the study results that support the results of this study stated that the level of service quality performance of the Morodemak Beach Fishing Port for the facilities at the port is obtained from service quality of Main Facilities 65.2%, which means quite satisfied, Functional Facilities 70.6% which means satisfied, and Supporting Facilities 66% which means satisfied Saputri, Bambang, (2017). There is a significant relationship between loading and unloading productivity (variable X) and berthing time (variable Y) (Najoan et al., 2017). To carry out the docking of the ship there must be an exact schedule in which the captain of the ship must inform the agent about the condition of the ship (Saleh, 2010).

Furthermore, efforts to overcome delays in docking services at ports are to improve the quality of human resources in increasing the number of pilots and pilot boats to guide



Source: Sispro and Port Performance of PT. Port of Indonesia III, Tanjung Perak, Surabaya
Figure 3 Incoming Vessel Service Procedures

Table 2 List of Ships Berthed at the Port of Tanjung Perak, Surabaya

No	Jenis Kapal	Berthing Determination	Start Booking	Reserve Place	Description
1	Mv. Nord Magellan	29/07/2020 02:00 Hrs	29/07/2020 02:00 Hrs	Jamrud Barat	On time
2	Dharma Kencana VII	06/08/2020 05:00 Hrs	06:08/2020 09:15 Hrs	Jamrud Utara	Late
3	Dharma Ferry VII	04/08/2020 01:00 Hrs	04/08/2020 04:00 Hrs	Jamrud Utara	Late
4	Mutiara Ferindo 1	20/08/2020 20:00 Hrs	21/08/2020 00:48 Hrs	Jamrud Utara	Late
5	Oriental Jade	30/08/2020 08:00 Hrs	30/08/2020 19:33 Hrs	Berlian Timur	Late
6	Mv Esperance Bay	15/08/2020 22:00 Hrs	15/08/2020 22:00 Hrs	Jamrud Utara	On time
7	Mv. Glorious Starlight	18/08/2020 13:00 Hrs	18/08/2020 13:18 Hrs	Jamrud Utara	Late
8	Prima Lautan I	23/08/2020 16:00 Hrs	23/08/2020 17:42 Hrs	Nilam Utara	Late
9	Dharma Rucitra VII	12/08/2020 18:00 Hrs	12/08/2020 19:35 Hrs	Jamrud Utara	Late
10	Mv. Autai	01/08/2020 03:30 Hrs	01/08/2020 03:20 Hrs	Jamrud Utara	Faster
11	Mutiara Sentosa II	11/06/2020 02:00 Hrs	11/06/2020 07:15 Hrs	Jamrud Utara	Late
12	Doro Londa	11/08/2020 15:00 Hrs	11/08/2020 15:35 Hrs	Jamrud Utara	Late
13	Nggapulu	31/08/2020 04:00 Hrs	31/08/2020 04:00 Hrs	Jamrud Utara	On time
14	Ciremai	11/08/2020 07:00 Hrs	11/08/2020 07:53 Hrs	Jamrud Utara	Late
15	Mv. Da Hua	03/08/2020 06:00 Hrs	03/08/2020 07:00 Hrs	Jamrud Utara	Late
16	Gunung Dempo	09/08/2020 09:00 Hrs	09/08/2020 09:00 Hrs	Jamrud Utara	On time
17	Luzon	01/08/2020 15:00 Hrs	01/08/2020 15:15 Hrs	Berlian Timur	Late
18	Meratus Mamiri	11/08/2020 01:00 Hrs	11/08/2020 01:38 Hrs	Nilam Timur	Late
19	Meratus Malino	25/08/2020 10:00 Hrs	25/08/2020 09:37 Hrs	Nilam Timur	Faster/in Time
20	Ctp Golden	13/08/2020 17:00 Hrs	13/08/2020 18:05 Hrs	Nilam Timur	Late
21	Meratus Waingapu	03/08/2020 08:00 Hrs	03/08/2020 13:39 Hrs	Berlian Barat	Late
22	Mila Utama	05/08/2020 23:59 Hrs	06/08/2020 02:25 Hrs	Jamrud Utara	Late
23	Tanto Sejahtera	09/08/2020 04:30 Hrs	09/08/2020 05:10 Hrs	Berlian Barat	Late
24	Tanto Salam	20/08/2020 20:30 Hrs	20/08/2020 19:40 Hrs	Berlian Barat	Late

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25	Spil Hasya	22/02/2020 08:00 Hrs	22/02/2020 08:55 Hrs	Berlian Timur	Late
26	Spil Hayu	22/08/2020 08:30 Hrs	22/08/2020 09:15 Hrs	Berlian Timur	Late
27	Spil Hapsri	25/08/2020 07:00 hrs	25/08/2020 07:35 Hrs	Berlian Timur	Late
28	Meratus Batam	19/08/2020 08:00 Hrs	19/08/2020 09:00 Hrs	Berlian Barat	Late
29	Meratus Minahasa	28/07/2020 23:00 Hrs	29/07/2020 06:15 Hrs	Mirah Selatan	Late
30	Mv. Fujihime	30/08/2020 16:00 Hrs	30/08/2020 16:31 Hrs	Jamrud Utara	Late
32	Mv. Kalapati	20/08/2020 23:59 Hrs	20/08/2020 21:50 Hrs	Jamrud Utara	Late
33	Dharma Kartika IX	18/08/2020 14:00 Hrs	18/08/2020 15:08 Hrs	Jamrud Utara	Late
34	Ctp Delta	24/08/2020 20:00 Hrs	24/08/2020 22:15 Hrs	Nilam Timur	Late
35	Meratus Manado	05/08/2020 18:00 Hrs	05/08/2020 21:00 Hrs	Berlian Timur	Late
36	Tanto Terang	04/08/2020 01:00 Hrs	04/08/2020 01:30 Hrs	Berlian Barat	Late
37	Tanto Tangguh	25/08/2020 16:00 Hrs	04/08/2020 01:30 Hrs	Berlian Barat	Late
38	Niki Sejahtera	28/08/2020 17:00 Hrs	28/08/2020 19:30 Hrs	Berlian Barat	Late
39	Tanto Permai	05/08/2020 17:30 Hrs	05/08/2020 17:45 Hrs	Berlian Barat	Late
40	Tanto Express	26/08/2020 16:00 Hrs	26/08/2020 16:50 Hrs	Berlian Barat	Late

Source: PT. Port of Indonesia III, Tanjung Perak, Surabaya

ships entering the Tanjung Perak port area in Surabaya. This is in line with the results of other studies that conduct training and recruitment of new operational employees more selectively is one way to improve the quality of human resources so that they are able to compete and can improve the quality of service for ship entry and exit activities which continue to increase from year to year. Year (Silent, 2020). Ship berth service model and goods documents at Tanjung Perak Port administrative Surabaya can use one-stop public service model (one-stop services) (Puspito, 2015).

D. Conclusion

Based on the research results can be drawn conclusion that in improving the One Stop Service (OSS) at PT. Port of Indonesia III Tanjung Perak Surabaya adjusted the number of guide ships to guides in the port. Whereas in the role of PT. Pelabuhan Indonesia III Tanjung Perak Surabaya, especially the One Stop Service (OSS) service division, has a major influence on ship berths. Among others, for every officer who plays a role in improving the services of the One Stop Service (OSS) in order to improve their performance for smooth operation at the port. Furthermore, Ship berthing service model and goods documents have been done and must add pilot ships in order to improve the smoothness of ship berthing services at PT. Port of Indonesia III Tanjung Perak Surabaya. As suggestion for further researchers to implement a rotation

Table 3 List of Pilot Ships

Guide Boat (Pilots Boat)			
No	**Ships Name**	**Propulsion (HO/TK/KW)**	**Speed (Knots)**
1	MPI. S-044	2 x 490	10
2	MPI. S-045	2 x 490	10
3	MPI. S-047	2 x 490	10
4	PMS RIB 342	2 x 250	20
5	PMS RIB 324	2 x 250	20
6	PMS RIB GRACE	2 x 250	20
7	MP SRIKANDI 04	2 x 250	20
8	MP SRIKANDI 01	2 x 250	20
9	PMS RIB SEA BIRD	2 x 250	20

Source: PT. Port of Indonesia III Tanjung Perak Surabaya

system in the team, by running the attendance system.

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