

## Implementation of the Standard Policy of Sea Transport Passenger Service at the Manado Port Terminal

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### Abstract

*This study aims to explain the extent to which the implementation of the standard policy of passenger services for sea transportation at the Manado Port Terminal has been carried out as well as to find out the obstacles in implementing the Standard Policy for Sea Transportation Passenger Services. The research method used is descriptive qualitative research method and seeks the necessary data by means of observation, interviews and document studies at the Manado Port terminal. The results of the study found the fulfillment of indicators according to the standard of sea transportation passenger services at the terminal, which are still not available or not able to be operated. Port operators experience obstacles in fulfilling and operating supporting facilities due to budget constraints and determining the priority scale in fulfilling these facilities.*

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### Abstrak

Penelitian ini bertujuan untuk menjelaskan sejauhmana implementasi kebijakan standar pelayanan penumpang Angkutan Laut di Terminal Pelabuhan Manado telah dilaksanakan juga untuk mengetahui hambatan-hambatan dalam mengimplementasikan Kebijakan Standar Pelayanan Penumpang Angkutan Laut. Metode penelitian yang digunakan adalah metode penelitian kualitatif deskriptif dan mencari data-data yang diperlukan dengan cara observasi, wawancara dan studi dokumen di terminal Pelabuhan Manado.. Hasil dari penelitian ditemukan pemenuhan indikator sesuai standar pelayanan penumpang angkutan laut di terminal, yang masih belum tersedia ataupun belum mampu dioperasikan. Operator pelabuhan mengalami kendala dalam pemenuhan dan pengopersian fasilitas penunjang pelayanan di terminal oleh karena keterbatasan anggaran dan penentuan skala prioritas dalam pemenuhan fasilitas dimaksud.

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## 1. INTRODUCTION

Manado Port is the only public port that operates in Manado City, where as the central capital of North Sulawesi Province, of course Manado Port has a central role in connecting the distribution of both people and goods to surrounding islands such as the Sitaro Islands, Sangihe Islands and Islands. Talaud.

Referring to Minister of Transportation Regulation Number 37 of 2015 concerning Sea Transport Passenger Service Standards including Sea Transport Passenger Service Standards in Terminals and Sea Transport Passenger Service Standards on Ships.

Sea Transport Passenger Service Standards at Terminals must be provided and implemented by passenger terminal operators which include safety services, security and order services, reliability/regularity services, comfort services, convenience services, and equality services. A terminal is a port facility consisting of a berth and berth or mooring area, a storage area, a place for waiting and boarding and disembarking passengers, and/or a place for loading and unloading the goods ([www.bphn.go.id](http://www.bphn.go.id).2023)

Meanwhile, Sea Transport Passenger Service Standards on Ships must be provided and implemented by sea transport operators which include safety services, security and order services, reliability/regularity services, comfort services, convenience services and equality services.

Ships are water vehicles of a certain shape and type, which are propelled by wind power, mechanical power, other energy, towed or pushed, including vehicles with dynamic carrying capacity, vehicles under the water surface, as well as floating equipment and floating buildings that do not move.

Based on initial observations carried out by researchers on April 3 2023, it shows that the standard of sea transportation passenger services at the Manado Port Terminal is not yet running optimally, for example for safety services there is still a lack of available information and safety facilities that are easily visible and affordable around the terminal area. such as fire extinguishers, evacuation route instructions and information on available emergency telephone numbers, or from service reliability and regularity, there are no boards or monitors with information on ship arrival and departure schedules or ship berthing positions in the passenger terminal, there are no smoking areas, waiting room facilities are available. not operational for 24 hours.

Air conditioning is available but not used, for example in the service of easy access for passengers on and off which often coincides with goods from ship to ship, lack of parking area which creates congestion in the port area, queues of vehicles that will load goods onto the ship seem to disrupt activities. passengers get on and off the ship because some port areas do not have warehouses to accommodate the goods to be loaded, the presence of hawkers who sell freely in the port area and even on ships adds to the inconvenience for the sea transportation passenger community at Manado Port.

Starting from this problem, this research was conducted to see the extent to which Sea Transport Service Standards are implemented at the Port of Manado. With this in mind, researchers are interested in discussing research with the title: "Implementation of Standard Policy of Sea Transport Passenger Service at Manado Port Terminal."

## 2. RESEARCH METHOD

In this research, this type of research was used by researchers through a descriptive qualitative approach. Qualitative research is a type of research carried out through collecting data in a natural setting regarding a phenomenon. Descriptive qualitative research is carried out by describing, illustrating and explaining objectively a particular problem or situation.

Based on this, it is hoped that this research will be able to explain in detail by describing and describing the conditions regarding how the Sea Transport Passenger Service Standards Policy is implemented at the Manado Port Terminal.

The location in this research is the Manado Port Terminal. Researchers use the understanding from Moleong (2000) that: "The best way that needs to be taken in determining the field of research is to consider substantive theory; "Go and see if there is a match, such as time, cost, energy, which also need to be taken into consideration in determining the research location."

Based on this view, the researcher chose the Manado Port Terminal, because it is closer and easier to reach, while also considering the efficiency of time, costs and energy when conducting research. For the research time, the researcher wants to take the period from June 2022 to June 2023 in order to get the latest picture. from the conditions that occurred at the Manado Port Terminal.

Data collection techniques are defined as the methods used by researchers for the process of collecting data and information obtained both from within the organization and outside its environment. In order to answer the research focus, it is necessary to use a data collection method, carried out by means of observation, which is a data collection technique carried out by researchers by involving themselves in the locus and focus of the research through observing the object where the event occurred, either directly or face to face. not directly in

the field. Observations were carried out by researchers by visiting the research object directly, namely the Manado Port Terminal. Researchers observed service activities carried out at Manado Harbor by observing the space, actors, activities and tools used.

Apart from that, using interview techniques, carried out through verbal communication between two people to exchange information by means of questions and answers both formally and informally, scheduled and unscheduled, as well as in official and unofficial places. Interviews were conducted by researchers by asking questions directly to the relevant informants, namely the port head, port officers, ticket officers, and the public as passengers/potential passengers and visitors. Furthermore, documentation techniques are data collection techniques carried out through event records in the form of photos or written images obtained directly from the research site.

### 3. RESEARCH RESULTS AND DISCUSSION

#### Implementation of Sea Transport Passenger Service Standard Policies

Regulation of the Minister of Transportation Number PM.37 of 2015 concerning Sea Transportation Passenger Service Standards in article 2 paragraph (2) letter a, must be provided and carried out by the passenger terminal operator for the Port of Manado. PT. Pelindo (Persero) Manado has been appointed as the port operator in Supervision remains the duty and responsibility of the Manado Harbormaster and Port Authority Office (KSOP) as the regulator which has the authority to regulate, control and supervise port activities at commercially operated ports, which include:

- Safety services at the terminal include:
- Safety information and facilities
- Fire extinguishers

In this article we will explain several things regarding light fire extinguishers

Rule of placement Fire Extinguisher or Light Fire Extinguisher (APAR). APAR is also included in government regulations regarding occupational safety and health. The government's recommendations for the placement of Apar are as follows:

1. For every 200 m<sup>2</sup> of open space, 1 type A APAR unit is provided with a maximum distance of 20 meters between each unit.
2. For rooms equipped with room dividers/dividers, 1 type A APAR unit is provided regardless of the size of the room.
3. For small scale mechanical-electrical areas/rooms, 1 type A APAR unit and 1 type B APAR unit are provided.
4. For large-scale mechanical-electrical areas/rooms, 1 type A APAR unit, 1 type C APAR unit and 1 type D APAR unit are provided. Not everyone knows in detail what is the importance of having an APAR? How do you use it? Some people may know about APAR, but what about office people such as private employees, teachers or even school children.

#### How to Use Fire Extinguisher

Fire Extinguisher consists of several parts such as pins, pressure indicators, levers and hoses. Following is how to use the Fire Extinguisher, namely the PASS Method (Pull, Aim, Squeeze, and Sweep)

- Pull. Pull the safety pin on the fire extinguisher. When pulling the pin, do not press the handle so that the pressure does not release.
- Aim. Lift and direct the flame source nozzle by holding the end of the fire extinguisher hose so that the spraying can be controlled.
- Squeeze. Keep pressing the handle until the fire is extinguished or the contents run out.
- Sweep. Swipe from left to right or vice versa.

Types of Fire Extinguisher (Light Fire Extinguisher)

Various types and functions of APAR are often found in public places and are divided into four types and have functions for different classes:

1. APAR (Light Fire Extinguisher) Dry Chemical (Dry Chemical Powder).
2. APAR (Light Fire Extinguisher) Carbon Dioxide (CO<sub>2</sub>).
3. APAR (Light Fire Extinguisher) Foam.
4. APAR (Light Fire Extinguisher) Gas Liquid Halon non CFC.

#### **Evacuation Procedures**

1. Immediately leave the building according to the instructions of the emergency response evacuation team or follow the direction of the evacuation route/exit sign, do not return for any reason.
2. Get down or run following the exit signs, don't panic, help each other to ensure safe evacuation.
3. Women should not wear high heels and stockings during evacuation.
4. Provide assistance to disabled people or pregnant women.
5. Gather in a safe area (muster point) that has been determined, remain gathered while waiting for further instructions, the emergency response team supervisor, assisted by their respective superiors, records the number of employees, including those who are missing and injured, then reports it to the coordinator.
6. Call emergency numbers listed in public places

Health information and facilities at the terminal must provide information about medical equipment and available health facilities such as medicines, health rooms, of course this must be equipped with information on how to use it and assistance from staff who are experts or can direct it according to needs.

For real safety services at the Manado port terminal, information officers are ready to provide information in dialogue if needed at the passenger terminal, first aid equipment, wheelchairs, stretchers are also available, but there are no fire extinguishers in places that are easily visible and accessible at any time. During an emergency, there are no evacuation routes or gathering points evacuation, there are no emergency telephone numbers available, these things are very important because they will be directly related to the lives of many people because situations such as fire or earthquake can occur at any time so the readiness of both officers and other supporting facilities is very necessary to minimize victims during an emergency, so that in safety services at the port terminal three indicators are met and five are not met.

For security and order services at the Manado Port passenger terminal, monitoring equipment such as CCTV is available, and is equipped with fences to divide the area, there are passages for passengers to and from the ship, but the stairs for going up and down from and to the ship are not yet equipped with roofs, posts are available, officers are in uniform. and easy to see, there are no metal detectors available, the place where vehicles are loading and unloading onto the ship is still mixed with access for passengers getting on and off the ship, the area of the vehicle parking area is still not able to accommodate the volume of existing vehicles, and the circulation of vehicles entering, leaving and parking is congested because there is only 1 entry access and 1 exit access at the old pier and the new pier, so in terms of security and order services at the Manado port terminal, six indicators are met and five are not met.

For reliability and regularity services, the Manado Port terminal has a ticket printing machine and a maximum ticket printing time of 5 minutes per passenger name. Operator management facilitates/prepares ticket printing machines and begins implementing a barcode scanning system at the Passenger Terminal. The background is to simplify the process of validating passenger embarkation data and improve the quality of passenger terminal services, but information on ship departure and arrival schedules is not yet available

in the form of monitors or LCD TVs, so that in terms of service reliability and regularity at the Manado port terminal, two indicators are met and not met.

As for the duties and functions of the Directorate of Traffic and Sea Transportation, Sea Transportation has the task of carrying out the formulation and implementation of policies, preparation norms, standards, procedures and criteria, providing technical guidance and supervision as well as evaluation and reporting in the field of sea traffic and transportation. The functions of the Directorate of Maritime Traffic and Transport are: Setup formulating policies in the field of traffic and domestic sea transportation, foreign sea transportation, special sea transportation, service businesses related to sea transportation, developing sea transportation businesses, sea transportation information systems and sea transportation infrastructure, Preparing the implementation of policies in the field of traffic and domestic sea transportation, foreign sea transportation, special sea transportation, sea transportation related service businesses, sea transportation business development, sea transportation information systems and sea transportation infrastructure, Preparation of norms, standards, procedures and criteria in the field of traffic and transportation domestic sea, foreign sea transport, special sea transport, sea transport related service businesses, sea transport business development, sea transport information systems and sea transport infrastructure,

Ministry Transportation has a complete and coordinated organizational structure. The organization and work procedures of the Ministry of Transportation are based on simple bureaucratic principles, but have effective, efficient and optimal performance in carrying out their duties. The Minister of Transportation is obliged to formulate, determine and implement policies in the transportation sector, regarding services, safety, security, increasing accessibility and connectivity of transportation facilities and infrastructure. The Secretariat General (Setjen) of the Ministry of Transportation has the main task of coordinating the tasks of all organizational units within the Ministry of Transportation.

The Secretariat General's authority includes administrative support, budget planning, drafting of laws and regulations, and legal advocacy. The Ministry of Transportation has four Directorates General (Ditjen), each of which oversees land, sea, air and rail transportation dimensions. Every DG has the authority to formulate and establish norms, standards, procedures and criteria for the implementation of transportation in each dimension, including providing technical guidance, supervision and evaluation of the implementation of transportation services. The aim is to make the country able to provide land, sea, air and rail transportation services that are safe, comfortable, secure and integrated. The implementation of transportation in Indonesia cannot be separated from the existence of a supervisory unit which is the main element of good, clean and serving governance. At the Ministry of Transportation, this function is carried out by the Inspectorate General (IG). This organizational unit is an internal monitoring unit within the ministry. The Inspectorate General routinely carries out audits, reviews, evaluations, monitoring and other supervisory activities within the Ministry of Transportation. Overall, the implementation of transportation cannot be separated from the role of reliable human resources (HR), (dephub.go.id:2023)

Ripley and Franklin identified six characteristics of bureaucracy as a result of observing bureaucracy, namely: 1) Bureaucracy was created as an instrument in dealing with fair public needs). 2) Bureaucracy is the dominant institution in implementing public policy which has different interests in each hierarchy. 3) Bureaucracy has a number of different goals. 4) The function of the bureaucracy is in a complex and extensive environment. 5) The bureaucracy has a high survival instinct, so it is rare to find dead bureaucracies. 6) Bureaucracy is not a neutral force and is not under complete control from outside parties.

Several experts who expressed the need to simplify bureaucracy, including Mazmanian and Sabatier, mentioned hierarchical integration within and between implementing

agencies, decision rules from implementing agencies, recruitment of implementing officials, support from superior officials (Miles, MB: 2016). Next b. Van Meter and Van Horn implementation of public policy runs linearly between public policy, implementers and the performance of public policy implementers. An aspect that influences the successful implementation of public policy is communication between organizations involved in public policy, (Grindle Merilee 2018). Next Hogword and Gunn as the correct breakdown and sequencing of tasks. Grindle the position of policy regulator, policy implementer, resources used, (www.liputan6.com.2023). Meanwhile, Edward suggested that, for effective policy implementation, it is recommended to pay attention to four main issues, including bureaucratic structures as structural components and the hierarchy of policy implementing organizations, (dephub.go.id.2023)

#### 4. CONCLUSION

Results of this study can be concluded as follows:

- a) Based on the fulfillment of the indicators in the sea transportation passenger service standards at the terminal, there are still many facilities that support the creation of service standards which is still not available or cannot be operated.
- b) The KSOP office as the authority in the port coordinates with the operator in order to fulfill standard service facilities so that it has to go through a long bureaucratic structure and coordination in fulfilling the facilities in question.
- c) The commitment of the leadership of the Airport Harbormaster's Office and Manado Port Authority III was disrupted by the limited availability of facilities at the port terminal to optimize sea transport passenger service standards at the Manado port terminal.

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