

Implementation of Loading and Unloading Service Policy at Bitung Port

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Abstract

The purpose of this research is to explain how the implementation of the loading and unloading service policy at Bitung Port. The research method uses a qualitative approach. Data collection techniques using interviews, documentation studies and observation. The results found that by increasing supervision of the implementation of loading and unloading performance of goods and containers, it is possible that there is no idle time. Supervising the performance of tools and checking and repairing loading and unloading tools, namely container cranes so that when used for loading and unloading activities do not experience damage which results in idle time and also has an impact on loading and unloading productivity.

Abstrak

Tujuan dari Penelitian ini adalah untuk menjelaskan bagaimana implementasi kebijakan pelayanan bongkar muat di Pelabuhan Bitung. Metode penelitian menggunakan pendekatan kualitatif. Teknik pengumpulan data dengan wawancara, studi dokumentasi dan observasi. Hasil penelitian menemukan bahwa Dengan meningkatkan pengawasan terhadap pelaksanaan kinerja bongkar dan muat barang maupun kontainer maka memungkinkan tidak terjadi adanya waktu yang terbuang (*idle time*). Melakukan pengawasan kinerja alat dan pemeriksaan serta perbaikan terhadap alat bongkar dan muat yaitu alat *container crane* sehingga pada saat digunakan untuk kegiatan bongkar muat tidak mengalami kerusakan yang berakibat terjadinya *idle time* dan juga berdampak pada produktivitas bongkar muat.

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1. INTRODUCTION

National development is carried out in the framework of developing Indonesian people as a whole and developing Indonesian society as a whole to create a prosperous, just, prosperous, equitable society, both materially and spiritually based on Pancasila and the 1945 Constitution of the Republic of Indonesia. In implementing national development, the workforce has a very important role and position as an actor and goal of development. As an actor in supporting development, the government then issued legislation which aims to provide protection for workers as a form of support for producing a reliable and quality workforce. So that it will have an impact on improving the quality of work results that support this development.

In the Regulation of the Minister of Transportation of the Republic of Indonesia Number: PM 60 of 2014 concerning the Implementation and Business of Loading and Unloading of Goods from and to Ships, CHAPTER I Article 1 paragraph 6 explains about the Loading and Unloading Business, namely: "The Loading and Unloading Business is a business activity which is engaged in loading and unloading goods from and to ships at the port which includes stevedoring, cargodoring and receiving/delivery activities." In the Regulation of the Minister of Transportation Number: KM.21 of 2007 concerning Systems and Procedures for Ship, Goods and Passenger Services at Sea Ports Organized by the Technical Implementation Unit (UPT) of the Port Office, CHAPTER I Article 1 Paragraph

13 explains that, "Loading and unloading activities of goods from and to ships are activities that include stevedoring, cargodoring and receiving/delivery at the port."

Continuing in paragraph 14, it explains the meaning of stevedoring, namely: "Stevedoring is the work of unloading goods from a ship to a dock/barge/truck or loading goods from a dock/barge/truck onto a ship until they are arranged in the ship's hold using a ship's crane or land crane."

Based on Article 31 of Law Number 17 of 2008 concerning Shipping, there are several service business activities at ports to support sea transportation activities, one of which is loading and unloading activities. According to Article 1 paragraph 14 of Government Regulation no. 20 of 2010 2 Concerning Water Transport, loading and unloading activities are business activities engaged in loading and unloading goods from and to ships at ports which include stevedoring, cargodoring and receiving/delivery activities.

This loading and unloading activity is one of the links in the chain of goods transportation activities by sea, where goods to be transported to the ship require unloading to be moved either from the line I warehouse or directly from the means of transportation. Likewise, goods to be unloaded from the ship also require unloading and transfer to the line I warehouse or directly to the next means of transportation

Of all the series of activities for loading and unloading goods, in this case the person who is responsible for the goods is the loading and unloading company which has the status of a legal entity in accordance with Minister of Transportation Decree number KM 13 of 1989 dated 22 February 1989. To carry out its business, loading and unloading companies are required to have a valid business permit. issued by the Minister or appointed official. The business permit is granted by the Head of the Regional Office of the Department of Transportation on behalf of the Minister. However, problems experienced by workers in the world of employment still continue to emerge.

The role of loading and unloading entrepreneurs whose series of activities include stevedoring, cargodoring and receiving/delivery work can support economic development and improve services to the community for the smooth and safe movement of goods at the port. The current situation is that many service users, both senders and recipients of goods, are disappointed with loading and unloading services because of the many risks that arise with goods sent by service users, resulting in losses. Therefore, there must be clarity on the responsibilities of loading and unloading companies, clarity on the risks to goods sent by service users

Loading and Unloading Companies cannot be separated from the role of Loading and Unloading Workers (TKBM) who help the process of carrying out the loading and unloading activities themselves. Loading and unloading workers are all workers who carry out loading and unloading at the port and are registered at the local port because loading and unloading companies and loading and unloading workers are interconnected, it is hoped that this will produce a smooth process that can speed up the loading and unloading process and reduce the waiting time for loading and unloading so that the activity process Loading and unloading is running as it should. Smooth Loading and Unloading is a condition that can cause the loading and unloading activities of goods to be carried out well and optimally.

Loading and unloading workers are a group or association which was initially under the Karya Karya Foundation (YUKA) based on the joint decision of the Minister of Transportation and the Minister of Manpower, Transmigration and Cooperatives No. PM/1/OT/Phb-78 and KEP 08/MEN/1978 and then YUKA was dissolved by the government in 1985, in connection with YUKA's replacement, the Government established a legal entity which is usually called a Cooperative. Management of Loading and Unloading Labor in 1989 was carried out by the Cooperative at each port.

Based on the results of initial observations made by researchers, the problem of TKMB's existence has become a monopoly because of the SKB of two Directors General and one Deputy which were not revoked. As is known, TKBM is under 3 Ministries (Ministry of Transportation, Ministry of Manpower, Ministry of Cooperatives and SMEs). The existence of the Port TKBM Cooperative needs to be maintained.

For this reason, Joint Decree Number UM.008/41/2/DJPL-11, Number 93/DJPPK/XII/2011 and Number 96/SKB/DEP,1/XII/2011 concerning the Development and Arrangement of Loading and Unloading Labor Cooperatives (TKBM) at the Port so that it is maintained, not revoked, and does not need to be revised for the time being. Seeing the problems above, in this research the researcher drew a title, namely "Implementation of Loading and Unloading Service Policy at Bitung Port

2. METHOD

The research approach that the author will use is descriptive qualitative research, because this research is descriptive in nature and tends to focus on the process of searching for meaning, the basis for using this theory so that research can be in accordance with the facts that occur in the field. And also with qualitative research, a research process will provide a general description of the phenomenon as a result of the research discussion. The research location is at Bitung Harbor

In this research, the research instruments or research instruments are humans or researchersitself by observing, listening, asking, requesting and collecting research data. In this research, observations or interviews are used which are supported by existing indicators.

(Dr. Frida Nugrahani, 2014, p.115) "The quality of research instruments greatly influences the trustworthiness and reliability of research results, therefore, researcher diligence is very necessary when conducting research"

The data collection techniques needed in qualitative research can be collected through observation, interviews and documentation. The focus of observation was carried out on 3 main components, namely space, actors, activities (Frida Nugrahani, 2014)

3. RESULTS AND DISCUSSION

Mechanism

In Carrying out loading and unloading of containers, a shipping company must have a structured and good system. So that the loading and unloading process can be programmed properly and smoothly. Starting from supervisory or controlling actions at the start of the loading and unloading process. This includes matters related to the supervisory function, for example supervision during the loading and unloading process.

The monitoring function also facilitates the process of loading and unloading containers. Loading and unloading often encounter problems, such as delays in the arrival of trucks and repairs to the loading and unloading equipment itself. By implementing the monitoring function, it can facilitate the implementation process in the field, because this supervision functions when loading and unloading is taking place. The efforts made are to maximize the performance of loading and unloading, so that the implementation of the monitoring or controlling function can run according to what has been planned. For example, the addition of expert staff when loading and unloading activities take place. So when operators using equipment experience problems, having additional expert staff can minimize time delays due to loading and unloading equipment repairs. Maximizing performance in the implementation of container loading and unloading in relation to the container loading and unloading process requires special expertise and skills, because the implementation must be maximal in accordance with the predetermined portion.

The monitoring function is an effort to reduce the risk of idle time in container loading and unloading activities at Bitung Port. Idle time is something that often occurs during loading and unloading activities. Controlling or supervision is an effort to minimize or reduce obstacles in the loading and unloading process. The implementation of the supervisory function really helps the performance of loading and unloading at Bitung Port, berthing of ships, waiting for cargo, truck delays, equipment repair efforts, and processing of cargo documents can all be completed and reduced delays in implementation.

Company concerned can easily evaluate their performance because the supervisory function is running as it should. In connection with performance evaluation, researchers can take an idea regarding things that are needed by the company, such as making this supervisory function a first step in carrying out container loading and unloading, further implementation by the company concerned so that it can carry out its activities more optimally, and building creativity. company performance in relation to increasing the company's potential and progress and being able to compete regionally to internationally. Improving the position of the ship has a big influence on the loading and unloading of containers, because this is the first step in carrying out activities in carrying out the loading and unloading of containers. If the ship is in a good and correct berthing position then the first step is to start container loading and unloading activities.

The effort of the activities that will be carried out in this activity is by preparing everything at the pier. Starting from mooring, pilotage, tug activities and everything that includes berthing ship activities, improvements and more preparation must be made for their management. The initial step in implementing supervision is very influential in the implementation of container loading and unloading, because in carrying out the loading and unloading activities you can coordinate to carry it out. The first step is observing any deviations or obstacles. From the activities that have been carried out starting from preparation and implementation of observations, of course there are problems or deviations that occur. So, to resolve these forms of deviation from implementation, it must also be immediately evaluated and corrected immediately starting from the beginning of the planning.

Observations can be carried out, such as carrying out direct inspections of activities in the field and conducting questions and answers to implementers or operators regarding treatment in carrying out their performance. The second step is measuring the implementation process in the field. In carrying out container loading and unloading activities there must be a stage of measuring the implementation process. This aims to see performance from stage to next stage, so that in its implementation it can help carry out the next stage and serve as a reference for benchmarking performance.

Means Infrastructure

An important function of a port system includes understanding infrastructure and transportation systems, namely a port is a work environment consisting of land and water areas equipped with berthing and mooring facilities for ships, in order to carry out the process of loading and unloading goods and getting on and off passengers from a particular mode. sea transportation to other transportation and vice versa. The definition of facilities in the maritime transportation system includes understanding various types of ships according to the function of each ship, so that mooring/pier services for ships to dock are also adjusted to the function and type of existing ships. Port facilities are ships that have, are and will carry out operations at the port. Apart from ship dimensions, ship characteristics such as ship type and function will influence the port that will be planned. In order for port activities to run smoothly, ports are equipped with various facilities for ship services such as: Ships, docks, predetermined routes, warehouses, access to goods transportation systems

and so on. In this research, what is included in the facilities are the facilities available at the port, the number of ships serving and the shipping routes that apply at Bitung Port.

Aprons is the area located between the dock side and the front side of the warehouse where there is a transfer of sea transportation activities (ships) to land transportation activities (trains, trucks, etc.). A pier is a port building that is used to dock and moor ships that load and unload goods and board and disembark passengers. Pier dimensions are based on the type and size of ships docked and moored at the pier. When considering the size of the pier, it must be based on minimum dimensions so that ships can moor or leave the pier or load and unload goods safely, quickly and smoothly. Behind the pier there is a fairly large yard. Inside this pier there is an apron, a transit warehouse, a place for loading and unloading goods and a road. The apron is the area located between the dock side and the front side of the warehouse where there is a transfer of sea transportation activities (ships) to land transportation activities (trains, trucks, etc.). Transit warehouses are used to store goods before they can be transported by ship, or after they have been unloaded from the ship and awaiting transportation of the goods to the destination area.

Aprons is a yard above the pier that stretches from the front of the pier to the marine warehouse or open storage yard. Apron is used to place items that will be boarded on a ship or items that have just been unloaded from a ship. The form of the apron depends on the type of cargo, whether piece goods, bulk or containers. The width of the apron depends on the facilities placed on it, such as hooks for trucks or trains, cranes, other transport equipment such as forklifts, car taps, tractor-pulled carts, and so on. Usually the width of the apron is 15 ± 25 m.

Piers can be divided into two types, namely wharf or quai and jetty or pier or bridge. Bitung Harbor has a rectangular pier shape and two sides for ships to dock, and the front side is also used for ships to dock. The type of pier at Bitung Harbor is a pier that is indented (perpendicular) to the coastline.

Competence of TKBM

Power Loading and unloading work is one of the determinants of achieving productivity in loading and unloading goods at the port. Therefore, loading and unloading activities should be carried out by loading and unloading workers whose number is appropriate to the number of goods to be loaded and unloaded, the quality of the workforce is appropriate to needs, and can enforce discipline.

Sanctions for TKBM given based on the results of a joint agreement between DPW APBMI and the Port TKBM Cooperative are as follows:

- a) If the Head of the Work Team (KRK) is not at work without permission from the Loading and Unloading Company (PBM), he will be subject to the sanction of not being given a work shift 6 (six) times in a row.
- b) For KRKs that do not have enough members, they are given 1 (one) hour to complete their membership.
- c) If KRK has brought gangs 3 (three) times which are not sufficient according to the provisions, then PBM has the right to refuse or not accept TKBM and not pay wages in any form.
- d) The TKBM Cooperative will impose heavy sanctions on KRK who do not meet the number of members during loading and unloading activities.
- e) TKBM Cooperatives must immediately replace TKBM that are sent home or rejected by PBM.

As a result of interviews with General Supervisors / Loading and Unloading Foremen, information was obtained that the threat of sanctions that would be given if a violation occurred was good, but in practice these sanctions were still weak, because sometimes perpetrators of violations were still given a policy even though the violations were repeated

in the end. So, to achieve the expected loading and unloading productivity, the agreed sanctions should be applied indiscriminately.

Determinant Factors

The obstacle in the process of loading and unloading goods is that damage to equipment is the main factor causing damage to goods. To overcome this problem, the Loading and Unloading Company (PBM) and the goods owner make an agreement or agreement before the activity takes place, by determining the weight of the load and the transport truck carrying the goods. So, it does not rule out the possibility of additional damage to goods. Apart from the obstacles above, there are obstacles faced by PBM PT. Pelindo in carrying out the unloading of goods includes the following:

1. Obstacles in the form of natural factors such as bad weather (rain). In rainy conditions, demolition activities must be stopped with the aim of protecting items that are vulnerable to water.
2. Obstacles include loading and unloading equipment. Loading and unloading equipment in the form of hoppers, ship cranes sometimes experience damage and leaks Box "for dump truck queues, communicate more often with the transporter so that they obtain information about the condition and whereabouts of the truck" Informant 1 Box 20 "If this happens to the equipment, usually the PBM and the owner goods and transport trucks using the largest average load before the equipment is damaged, so it does not rule out the possibility of delays in loading and unloading Informant 1 32 due to lack of maintenance which will hamper the unloading of goods and this requires maximum improvements.

Efforts are made to overcome obstacles that arise when unloading goods, namely: Regarding obstacles in the form of natural factors, what is done is to stop unloading activities so as to prevent greater losses due to damage to the cargo. Regarding obstacles in the form of loading and unloading equipment, to avoid equipment jams during unloading, companies must carry out more intensive maintenance and equipment that is damaged should be replaced and not used again. Regarding obstacles in the form of truck delays, the Loading and Unloading Company must communicate more frequently with the transporter so that they obtain information about the condition and whereabouts of the truck.

Based on the discussion above, it is in accordance with the theory put forward by Aslianto: 2006 as follows: "The most important obstacles in carrying out loading and unloading of goods are the first, weather, second, equipment, third, transportation to transport unloaded goods from ships, fourth is Human Resources." The container system is a science that can be applied in relation to the loading and unloading handling process which often experiences time delays, resulting in idle time (wasted time) when loading and unloading containers. The arrival of trucks is the main factor during the receiving and delivery process, because trucks are the main mode of transportation in moving goods by container.

4. CONCLUSION

By increasing supervision of the performance of loading and unloading goods and containers so that there is no wasted time (idle time). Supervise equipment performance and inspect and repair loading and unloading equipment, namely container cranes, so that when they are used for loading and unloading activities they do not experience damage which results in idle time and also impacts loading and unloading productivity. Preparing a fleet of trucks to support the smooth loading and unloading of goods from and to ships for transportation to the destination/origin of goods also greatly influences the smoothness of the loading and unloading process at the port.

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