Evaluation of Minimum Service Standards for River Transportation on Ships on the Mintin – Anjir Sampit Route, Pulang Pisau Regency, Central Kalimantan Province

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Abstract
Mintin Pier located in Pulang Pisau regency of Central Kalimantan province serves the route between Mintin - Anjir Sampit and has 3 ships operating namely the Palapa Agung Ship, Kf Perintis and Maju Bersama. In the operation of river and lake transportation, service standards have a very important value for service users. However, in field conditions there are still some service indicators that are not in accordance with certainty. Based on these conditions, the author conducted a survey of the services and facilities on the ship.
The purpose of this study is to determine the conformity of the minimum service standards in the Regulation of the Minister of Transportation Number 61 of 2021 concerning the Implementation of River and Lake Transportation with existing conditions and what services / facilities need to be improved to comply with the established standards.
Based on the results of analysts, it is obtained that the ships operating are not in accordance with the Minimum Service Standards in the Regulation of the Minister of Transportation Number 61 of 2021. The authorized ship manager must improve passenger services in accordance with the Regulation of the Minister of Transportation Number 61 of 2021 concerning the implementation of river and lake transportation. Suggestions for improvement for ship managers are as follows: There is a need for additional evacuation route guidance facilities. Adult and child life jackets, fire extinguishers, communication radios, first aid kits in accidents, garbage boxes, smoking prohibition stickers, Navigation lights. There is a need for additional light intensity on the ship. In the need for travel information and travel and security interference information, the Ship must provide a platform connection to the ship and priority access for people with disabilities or the elderly.

Keywords : Standard, Service, Passenger, Compliance

1. Introduction
River and Lake Transportation is a transportation activity using ships carried out on rivers, lakes, reservoirs, swamps, flooded canals and canals to transport passengers and/or goods organized by river and lake transportation companies.
Transportation activities carried out in the waters of rivers, lakes and crossings play a very important role in the development of transportation flows which can support areas that are difficult to reach. River Lake and Ferry Transportation is one of the modes of transportation that can be used by the public to connect areas separated by waters. Central Kalimantan Province with the capital city of Palangka Raya is the second largest province in Indonesia after Papua Province with an area of 153,564 Km². Central Kalimantan has 13 large rivers that can be used as shipping lanes. The Kahayan River is one of the rivers in Central Kalimantan which has a length of approximately 600 Km and a width of 450 M. This river empties into 3 regencies/cities between Palangka Raya City, Gunung Mas Regency, Pulang Pisau Regency, and empties into the Java Sea.

From the results of observations in the March 2022 period conducted by the author at Field Work Practices at Mintin Pier, it was found that several services on board on the Mintin - Anjir Sampit Route did not meet the minimum service standards for passengers from the aspects of safety, comfort, security, convenience/affordability, and equality.

In order to guarantee the factors of safety, security, comfort, convenience/affordability and equality of the services provided by the ship management, it is necessary to evaluate the suitability of the services provided by the ship management with the minimum service standards for river and lake transportation on ships operating at Mintin Pier Pulang Pisau District. Based on the background and conditions above, in writing this Compulsory Working Paper (KKW) the title is taken "EVALUATION OF MINIMUM SERVICE STANDARDS FOR RIVER TRANSPORT ON SHIP ON THE MINTIN - ANJIR SAMPIT TRACK, PULANG PISAU REGENCY, CENTRAL KALIMANTAN PROVINCE"

2. Research Method
This type of research is quantitative, namely the use of some data obtained from the internet, literature, journals and field observations. Researchers conducted field observations using the basis of Minister of Transportation Regulation Number 61 of 2021 concerning the Implementation of River and Lake Transportation which was then analyzed.

a. Data Primer
In collecting primary data, the author made direct observations on the ship on the Mintin - Anjir Sampit route. The survey was carried out, namely the Survey of Minimum Service Standards for River Transportation on board using a survey form with the types of services, descriptions, indicators and benchmarks in Appendix IV of PM 61 of 2021 concerning the Implementation of River and Lake Transportation and also conducted a passenger productivity survey.

b. Data Sekunder
This secondary data was obtained from various agencies related to the object of research which were then processed and recapitulated so that they became one standard data. The methods used to collect secondary data include:
   a) Literature method (Library)
   b) Institutional Method

3. Results and Discussion
   1. Data Presentation
      The calculation results are carried out to determine the suitability of the Minimum Service Standards for River Transportation with the actual conditions on ships on the
Mintin - Anjir Sampit route. The results in this calculation will affect the onboard services provided to service users. This analysis is carried out on minimum service standards for ships on the Mintin – Anjir Sampit route which includes safety aspects, security aspects, comfort aspects, convenience/affordability aspects and equality aspects in accordance with the Regulation of the Minister of Transportation of the Republic of Indonesia Number 61 of 2021 concerning the Implementation of river and lake transportation where in each aspect of the type of service there are several descriptions of service items that are complete covering aspects of the type of service itself. The following is the existing condition data on ships on the Mintin-Anjir Sampit route:

a) THE GREAT PALAPA

Based on observations of 17 items of passenger service aboard the Palapa Agung ship, to determine the percentage of conformity of service to passengers on the Palapa Agung ship, a calculation of conformity of service standards with existing conditions is used compared to conditions in accordance with applicable regulations. The calculation of the suitability level of passenger service on the Palapa Agung ship is as follows:

\[
\text{Conformity percentage} = \frac{\sum \text{appropriate service}}{\sum \text{total jenis pelayanan}} \times 100 \%
\]

\[
= \frac{2}{17} \times 100 \% = 11.76\%
\]

From the results above it can be concluded that the percentage level of suitability of the five aspects on the Palapa Agung ship is 11.76% while those that are not in accordance with passenger service standards are 88.24%.

b) KF PERINTIS

Based on observations of 17 items of passenger service on the KF Perintis ship, to determine the percentage of suitability of service to passengers on the KF Perintis ship, a calculation of conformity of service standards with existing conditions is used compared to conditions in accordance with applicable regulations. The calculation of the suitability level of passenger service on the KF Perintis ship is as follows:

\[
\text{Conformity percentage} = \frac{\sum \text{pelayanan yang sesuai}}{\sum \text{total jenis pelayanan}} \times 100 \%
\]

\[
= \frac{1}{17} \times 100 \% = 5.88 \%
\]

From the results above it can be concluded that the percentage level of suitability of the five aspects on the KF Perintis ship is 5.88% while those that are not in accordance with passenger service standards are 94.12%.
c) FORWARD TOGETHER

Based on observations of 17 items of passenger service aboard the Maju Bersama ship, to determine the percentage of suitability of service to passengers on the Maju Bersama ship, a calculation of conformity of service standards with existing conditions is used compared to conditions in accordance with applicable regulations. The calculation of the suitability level of passenger service on the Maju Bersama ship is as follows:

\[
\text{Conformity percentage} = \frac{\sum \text{appropriate service}}{\sum \text{total types of services}} \times 100\%
\]

\[
= \frac{1}{17} \times 100\% = 5.88\%
\]

From the results above it can be concluded that the percentage level of suitability of the five aspects on the Maju Bersama ship is 5.88% while those that are not in accordance with passenger service standards are 94.12%.

1) Discussion

By comparing the benchmarks contained in the Minister of Transportation Regulation Number 61 of 2021 with the existing conditions on board the ship on the Mintin - Anjir Sampit route, it is known that several criteria are not in accordance with these regulations. The proposed solutions to these problems are as follows:

a. Security Aspects
   a. Evacuation Route Directions
   b. Life jacket
   c. Fire extinguisher
   d. Navigation light
   e. Communication Radio
   f. First aid kit
b. Security Aspect
   c. Convenience Aspect
   d. Aspects of Convenience / Affordability
e. Equality Aspect

4. Closing
a. Conclusion

Based on the results of the analysis, it can be concluded as follows:
1. After conducting research and analyzing data on survey results, it can be concluded that ships on the Mintin - Anjir Sampit route are not in accordance with the minimum service standards in PM 61 in 2021 because several aspects have not been fulfilled, namely: safety aspects, security aspects, comfort aspects, convenience aspects, the aspect of equality. From these five aspects it can be concluded that the percentage of conformity with passenger service standards on ships on the Mintin - Anjir Sampit route is:

2. Based on the results of field observations on ships operating at the Mintin wharf, the parameters in service have not been able to be fulfilled by ship managers

b. Suggestion
The suggestions from the conclusions above are as follows:

The authorized ship managers must improve passenger services based on the provisions of the service requirements stipulated in the minimum service standards for river and lake transportation related to safety, comfort, security, convenience/affordability, and equality in accordance with Minister of Transportation Regulation Number 61 of 2021 concerning the implementation river and lake transport.

5. References