Passenger Service Evaluation In Port Bungus Savings Of Padang City West Sumatra Province

Febriansyah, Ferdinand Pusriansyah dan Pratiwi Maharani

Abstract

West Sumatra (abbreviated as sumbar) is a province in Indonesia located on the island of Sumatra with Padang as its capital. West Sumatra Province is located along the west coast of Sumatra and a number of islands off its coast such as the Sikakap, Sikabaluan, Siberut, and Tua Pejat Islands which are called the Mentawai Islands. There are 4 crossing routes in the Bungus Bay Crossing Port that connect to the Mentawai Islands, namely Padang - Sikakap, Padang - Sikabaluan, Padang - Tua Pejat, and Padang - Siberut and the existence of this route is very important in an effort to support economic development in the West Sumatra Province.

The method used to analyze the existing problems is the calculation of the level of conformity with the minimum service standard with existing conditions. Using Ministerial Regulation no PM 39/2015 concerning Passenger Service Standards. Standard of Passenger Service at the Bungus Bay Crossing Port Not in accordance with the Minister of Transportation Regulation number PM 39 of 2015 concerning Transportation Passenger Service Standards because the port only meets 39% of the conformity percentage, namely in the aspect of reliability / regularity in the sale and exchange of ship tickets in less time for each person. From 1 minute, in the comfort aspect, the Mushallah is available but does not meet the standards and in the security aspect, there are security officers wearing uniforms.

Based on the analysis, it can be concluded that there are still indicators that are still lacking and must be improved in several aspects of service such as in the waiting room for passengers, bathrooms / toilets whose conditions and numbers do not meet standards, lighting at the port at night, prayer rooms which are still adjacent to canteens, fire fighting facilities, evacuation routes or gathering points and special facilities for persons with disabilities and breastfeeding mothers who still do not meet the Minimum Service Standard requirements.

Keywords: Ship Service, Minimum Service Standards, Level of Conformity.

1. Introduction

To ensure the effectiveness and efficiency of port operation, it is necessary to establish a service standard. The minimum service standard has a very important value for service users which is the minimum service standard which is used as a benchmark in service provision and can also be used as a reference regarding the quality of a public service provided by the port manager. Thus quality and quality services must be improved and improved so that they are in accordance with the Regulation of the Minister of Transportation number 39 of 2015 concerning Standard Services for Passengers at Ports. From the results of observations made by the author on Field Work Practices and internships at the Bungus Bay crossing port, it was found that several services for ferry passengers provided by port operators and port facilities and infrastructure were not in accordance with the regulations regarding service standards at the port.
Currently, at the Bungus Bay crossing port, several indicators regarding safety aspects are not suitable. The absence of fire extinguishers and evacuation routes, as well as incomplete safety infrastructure such as wheelchairs and stretchers make safety requirements in Bungus Bay port unfulfilled. Whereas safety is the main and important aspect in the implementation of port activities that are directly related to humans as service users.

Based on the background of the problem that has been described above, and so that the target does not deviate from the main problem, several problem formulations are made, namely:
1. What is the percentage level of service and facilities conformity to passenger services at the Bungus Bay Crossing Port based on PM Number 39 of 2015 concerning Passenger Service Standards?
2. Facilities and services for passenger services that must be adjusted to the Bungus Bay Crossing Port based on PM Number 39 of 2015 concerning Passenger Service Standards?

2. Research Methods
   a. Observation is a method of collecting data by means of careful and systematic recording directly in the field. The data that has been obtained is then recorded so that it can be used as data to analyze existing problems precisely, accurately and with certainty.
   b. Literature Method
      Namely by studying existing theories and books and modules as reference material in analyzing and discussing problems. The author also makes a research flow chart, where in writing this report all data that has been collected can be identified.
   c. Institutional Methods
      This method collects data from agencies related to this research. The following are the agencies and data obtained:
      1). BPTD Region III West Sumatra Province
      2). PT. ASDP Indonesia Ferry (Persero) West Sumatra Branch.

3. Results and discussion
   The comparison between the current condition and the planned condition can be seen in the following table: Table 5.13 Comparison

<table>
<thead>
<tr>
<th>NO</th>
<th>Aspect</th>
<th>Port Condition currently</th>
<th>Plan</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Safety and health</td>
<td>not in accordance with</td>
<td>Provide equipment and tools</td>
<td>Provide safety equipment such as fire extinguishers and also safety equipment such as first aid</td>
</tr>
<tr>
<td>2</td>
<td>Safety</td>
<td>not in accordance with</td>
<td>Provide equipment and tools</td>
<td>Provide security facilities such as 24 security guards and, emergency telephone numbers</td>
</tr>
<tr>
<td>3</td>
<td>Regularity</td>
<td>corresponding</td>
<td>already</td>
<td>In this aspect, it has met the standard</td>
</tr>
</tbody>
</table>
In the analysis conducted by this writer, the percentage of service suitability for ferry passengers at the Bungus Bay crossing port will be obtained in existing conditions with port passenger service standards based on Ministerial Regulation Number 39 of 2015. The following is an analysis of the calculation of the level of service suitability at the Bungus Bay crossing:

Table 5. 14 Service Level Analysis

<table>
<thead>
<tr>
<th>No</th>
<th>Aspect</th>
<th>Corresponding</th>
<th>Not Accordance</th>
<th>Corresponding</th>
<th>Not Accordance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Safety</td>
<td>-</td>
<td>4</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>2</td>
<td>Security</td>
<td>2</td>
<td>1</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>3</td>
<td>Kehandalan / Keteraturan</td>
<td>1</td>
<td>-</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>4</td>
<td>Kenyamanan</td>
<td>4</td>
<td>1</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>5</td>
<td>Kemudahan / Keterjungkuan</td>
<td>-</td>
<td>5</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>7</td>
<td>11</td>
<td>39%</td>
<td>61%</td>
</tr>
</tbody>
</table>

From the results of the above calculations, the percentage level that is in accordance with the service standard is 39%, while that which is not in accordance with the service standard at the Bungus Bay Crossing Port is 61%. The following is a diagram of the percentage level of ferry passenger service at the Bungus Bay crossing port based on the results of the analysis obtained by the author:
From the results of the above calculations, the percentage level that is in accordance with the SPM at the Bungus Bay Crossing Port is 39% while those that are not in accordance with the SPM are 61%.

4. Conclusion and Conclusion

CONCLUSION

a. From the results of the analysis of the level of conformity, the minimum requirement percentage at the Bungus Bay Crossing Port is 39% and is not in accordance with the Minister of Transportation Regulation number PM 39 of 2015 concerning Transportation Passenger Service Standards because the port only meets the reliability / regularity aspect of the sale and exchange of ship tickets in less than 1 minute for each person, in the comfort aspect, the Mushallah is available but it does not meet the standards because it is directly adjacent to the canteen and in the security aspect there are already security officers wearing uniforms.

b. Passenger Service Standards which must be adjusted from every aspect with the Minister of Transportation Regulation 39 of 2015 concerning Passenger Service Standards, namely:

1) On the safety aspect, you have information on health facilities such as health workers, first aid kits and wheelchairs or stretchers.

2) In the security aspect, it has information on telephone numbers for emergencies that can be contacted, security officers in uniform and lights with a minimum light intensity of 200-300 lux due to the minimal lighting when it starts to get dark.

3) There needs to be an improvement in the Standard of Service for Passengers at the Port based on the Regulation of the Minister of Transportation 39 of 2015 concerning Passenger Service Standards on the aspect of reliability / regularity such as increasing the area of the waiting room and Mushalla which are clean and odorless, more than one toilet available with the condition

4) clean and air-conditioned facilities such as a fan or AC.

5) In the aspect of convenience / affordability, it has visual information that includes information in case of disruption of ship travel which is placed in an easy to see place, information on advanced transportation, the area of the parking lot which is adjusted to
the land where there is a circulation of vehicles in and out and passenger luggage services such as porters wearing uniforms.
6. In the aspect of equality, it has special lane facilities for people with disabilities and the availability of special rooms for breastfeeding mothers.

SUGGESTION
1. The government or related government agencies authorized in implementing ports should increase supervision of passenger services at the Bungus Bay crossing so that passenger services can run according to service standards.
2. The need for the Port in the field of supervision to pay more attention to the terms of service requirements stipulated in the minimum service standard in providing services in the port environment for the convenience that will be provided to service users. By improving service facilities at the Bungus Bay crossing port that are in accordance with the benchmarks required in the Minister of Transportation Regulation Number. 39 of 2015 concerning Standard Services for Cross Transportation Passengers so that the services provided can be maximized and run well and always supervise the maintenance of passenger service facilities at the Bungus Bay crossing port.

5. Daftar Pustaka

1) 2008. Undang-Undang Nomor 17, Tentang Pelayaran.
2) 2009. Peraturan Pemerintah Nomor 61 tentang Kepelabuhanan.