Overview Facility Service Passengers at the Ferry Port Cape Fires Regency Banyuasin South Sumatra Province in 2022

Febriansyah¹, Chairul Insani Ilham² Dansen Yosion Yudiarto Lumbantungkup³

Abstract
Ferry Port Tanjung Api-API serves the Tanjung Api-API – Tanjung Kalian (Muntok) route, as the main port that connects between Province need existence appropriate service with base law in order to implementation activity good port. However fact still there is a number of indicator service to passengers who don't in accordance with provisions. Based on from condition that, author To do studies literature to problems found in the Port.U for analyze passenger service problems by calculating the level of conformity of passenger service standards according to existing conditions based on related survey with service to passengers at the port. After that results than method this will be analyzed with level suitability in accordance with Regulation Director General Communication Land No. KP 5062 of 2020 About Guidelines Evaluation Standard Services at the Ferry Port.

After being analyzed by the researcher, it was concluded that the percentage level suitability Standard Service Passengers at the Ferry Port Cape Fires by 23.67% and the discrepancy by 25.65% from 49.32% percentage maximum set for standard service passenger based on Legal Basis, then from that researchers also make proposal solving problem for Fulfill level suitability standard service Passengers at the Ferry Port Cape Fires in the District Banyuasin South Sumatra Province.

Keywords: Standard Service, Passenger, Port, Level suitability

1. Introduction
The Tanjung Api-API Ferry Port is located in Banyuasin Regency and is 77.8 kilometers from the city of Palembang. The operator of this port is the Tanjung Api-API Ferry Port UPT from the Transportation Agency of South Sumatra Province. In addition, the Tanjung Api-API Ferry Port service unit from BPTD Region VII South Sumatra Province - Bangka Belitung as a regulator in the field of supervision, and issued a Sailing Approval Letter (SPB). This port has a trajectory from Tanjung Api-API to Tanjung Kalian with a sailing time of ± 4 hours, and this crossing between the Province of South Sumatra-Babel is facilitated by crossing transportation in the form of RORO ships.

However, at the Tanjung Api-API Ferry Port, the service to passengers is still not appropriate, due to the large number of complaints from passengers about the service at this port, which is a strong reason. Based on the results of observations or direct observations made by researchers, it has been seen that there are very many problems at this port, especially services for passengers provided by port operators, for example, which can be directly seen or felt by passengers in general such as insufficient parking space, gangways that have been damaged, toilets that are no longer suitable for use, difficult availability of clean water and also the type of water that is very cloudy so that passengers for ablution have to
buy mineral water, waiting rooms are very dirty and there is no AC (Air Conditioner) or fan which makes you feel uncomfortable because hot conditions, cleanliness that is not maintained due to the absence of janitors, the absence of "evacuation routes, evacuation gathering points, temperature control facilities, emergency telephone numbers, health facilities such as (wheelchairs, stretchers) and information on security disturbances", and the absence of information services, information on ship travel disturbances, information the advanced transportation, information on passenger services, and also the absence of access for disabled passengers as well as nursing mother room facilities whose use is not appropriate where it is used as a passenger’s earrings.

As a result of the problems observed by researchers regarding the many discrepancies in the field of facilities both on the land side and on the water side, it is clear that it is very influential in providing services to passengers at the ferry port. Land Transportation Number: KP.5062/AP 005/DRJD/2020. The standard of passenger service at the Tanjung Api-Api ferry port can be seen from aspects of safety, security, comfort, ease of affordability, reliability, regularity, and equality. Therefore it is in accordance with the Legal Basis Regulation of the Director General of Land Transportation Number: KP.5062/AP 005/DRJD/2020 Article 3 paragraph 1, Passenger Service Standards at Ferry Ports consist of:
   a) Standards of passenger service at the departure and arrival terminals;
   b) Standards of passenger service in the waiting room; and
   c) Standards of passenger service on the pedestrian path (gangway) from the pier to the ship.

2. Research Method
   This research is a type of qualitative research. According to Saryono (2010), qualitative research is research that is used to investigate, find, describe, and explain the quality or privilege of social influences that cannot be explained, measured or described through a quantitative approach. Meanwhile, according to Sugiyono (2011) concluded that qualitative research methods are research methods based on post-positivism philosophy, used to examine the condition of natural objects, (as opposed to experiments) where the researcher is the key instrument, sampling data sources is carried out purposively and snowball, a collection technique with triangulation (combined), data analysis is inductive or qualitative, and the results of this study emphasize meaning rather than generalization. Above understanding is that qualitative research is a scientific research to investigate the condition of natural objects by explaining, describing, describing the object being studied in detail.

3. Results and Discussion
   a. Analysis of the Suitability Level of Passenger Services at the Port
      In the analysis carried out by this author, the percentage of service suitability for ferry passengers at the Tanjung Api-Api Ferry Port will be obtained in the existing condition. with port passenger service standards based on the Regulation of the Director General of Land Transportation Number KP.5062/AP005/DRJD/2020 concerning Guidelines for Assessment of the Application of Ferry Port Service Standards. The following is an analysis of the calculation of the level of suitability of passenger services at the Tanjung Api-Api Ferry Port:
Table 1. Recapulation of the Suitability Level of Passenger Services at the Tanjung Api-Api Ferry Port

<table>
<thead>
<tr>
<th>NO</th>
<th>SERVICE DESCRIPTION</th>
<th>WEIGHT</th>
<th>Surveyor</th>
<th>TOTAL WEIGHT (%)</th>
<th>TOTAL SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A.</td>
<td>Passenger Services at the Ferry Port</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A.1.</td>
<td>SERVICE AT THE PASSENGER TERMINAL</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>SAFETY</td>
<td>3.07%</td>
<td></td>
<td>1.01</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>SECURITY</td>
<td>3.00%</td>
<td></td>
<td>2.25</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>CONVENIENCE</td>
<td>2.75%</td>
<td></td>
<td>1.50</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>EASY OF AFFORDABILITY</td>
<td>2.98%</td>
<td></td>
<td>1.04</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>RELIABILITY REGULATION</td>
<td>3.00%</td>
<td></td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>EQUALITY</td>
<td>3.00%</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>A.2.</td>
<td>WAITING ROOM SERVICE</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>SAFETY</td>
<td>3.48%</td>
<td></td>
<td>1.74</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>SECURITY</td>
<td>3.49%</td>
<td></td>
<td>3.49</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>CONVENIENCE</td>
<td>3.52%</td>
<td></td>
<td>0.88</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>EASY OF AFFORDABILITY</td>
<td>3.50%</td>
<td></td>
<td>1.76</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>RELIABILITY REGULATION</td>
<td>3.50%</td>
<td></td>
<td>3.50</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>EQUALITY</td>
<td>3.52%</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>A.3.</td>
<td>Service in Gangway</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>SECURITY</td>
<td>3.51%</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>CONVENIENCE</td>
<td>3.50%</td>
<td></td>
<td>3.50</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Equality</td>
<td>3.50%</td>
<td></td>
<td>0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AMOUNT</td>
<td></td>
<td></td>
<td>49.32%</td>
<td>23.67%</td>
</tr>
</tbody>
</table>

From the percentage data above, it can be seen that the assessment of passenger service at the Ferry Port is Cape Fires based on conformity according to the legal basis of the Regulation of the Director General of Land Transportation Number KP.5062/AP005/DRJD/2020 concerning Guidelines for Assessment of the Application of Ferry Port Service Standards is 23.67%.
b. Facility Output Analysis Based on Aspect Evaluation Service Passengers at the Ferry Port

So from that in accordance with results calculation on could is known that service that doesn't in accordance with standard service passengers at the Ferry Port Cape Fires is as following:

1) Passenger service at the departure and arrival terminals
   a. Aspect Safety
      • Apar placement no in accordance
      • Not yet available instruction track evacuation
      • Not yet available point gather evacuation
      • Not yet available number phone emergency
      • Not yet available chair wheel
   b. Aspect Security
      • Not yet available information disturbance security
   c. Aspect Convenience
      • Not yet available lane passenger arrival
      • Not yet available lane passenger departure
      • The toilet does not have clean water, is very dirty, and smells
      • The Kantim area is still not clean and smells
   d. Aspect convenience / affordability
      • Not available Information service .
      • Not Departure, arrival and interruption information available travel in LCD visual form
      • Not available information transport advanced
      • Not available service information passenger
      • The absence of a separator in and out of the vehicle
      • Not available officer parking
   e. Aspect reliability and regularity
      • The passenger and vehicle counters are still the same
   f. Aspect Equality
      • There are no facilities for passengers with special needs

2) Passenger service in the waiting room
   a. Aspect Safety
      • Not yet available instruction track evacuation
      • Not yet available Apar in room wait
   b. Aspect Convenience
      • Waiting room no clean
      • There is no room temperature control facility yet
      • The toilet does not have clean water, very dirty and smells
   c. Aspect convenience and affordability
      • There is no information about ship trip disturbances in visual form yet
   d. Aspect Equality
      • Not available facility for passenger disabled ( disabled )
      • Not available room mother breast-feed
3) Passenger service on the pedestrian path (gangway)
   a. Security
      • Not CCTV available
   b. Equality
      • There are no paths available for people with disabilities

In accordance with the above analysis, the Operator must repair or provide these facilities in order to meet the Passenger Service Standards at the Tanjung Api-Api Ferry Port.

The recommendations from researchers regarding facilities that do not exist/damage/inappropriate placement which must be repaired and facilities that must be provided to meet the existing Passenger Service Standards are as follows:
   a. Aspect safety
      • The port manager must determine evacuation routes and evacuation gathering points;
      • Need provide number phone emergency;
      • Provide facility health
      • Provide a wheelchair so as not to complicate the handling of an emergency.
   b. Aspect security
      • provide CCTV facilities in the gangway area
      • Information about security breaches is made in the form of stickers that are easy to read and clearly visible.
   c. Aspect convenience
      • Provide passenger arrival and departure lanes
      • Provision of clean water in existing toilets as well as clean and odorless toilet conditions;
      • Procurement of air conditioning / air conditioning facilities so that passengers are no longer waiting outside the waiting room due to a less cool waiting room.
   d. Aspect convenience / affordability
      • Provide Information service.
      • Provides departure, arrival and interruption information journey in LCD visual form
      • Provide information transport advanced
      • Provide service information passenger
      • Provide facility service luggage passenger
      • Provide officer parking.
   e. Aspect reliability regularity
      • Distinguish between passenger and vehicle counters.
   f. Aspect equality
      • Port managers need to provide mobile ramps to make it easier for passengers with disabilities.
      • Provide a special room for breastfeeding mothers.
4. Closing

a. Conclusion
Based on the results of data analysis and discussion of problems, the following conclusions were drawn:

1) Service to Passengers at the Ferry Port Cape Fires still many don't in accordance or not yet maximum fully as set in Regulation Director General Communication Land No. KP.5062/AP 005/DRJD Year 2020. With Researcher Analysis percentage earned that is suitability 23.67% and the discrepancy is 25.65% from 49.32% percentage maximum set for standard service passengers at the port.

2) In accordance with research survey results facilities at the Ferry Port Cape Fires this already broken a lot or even no worthy use lasgi that is clearly very influential to Standard Service Passengers at the Ferry Port Cape Fires based on base law Regulation Director General Communication Land No. KP.5062/AP 005/DRJD Year 2020.

b. Suggestion
1) Party manager Port operations Crossing Cape Fires it should be stage change in repair Standard Service Passenger so that in accordance with reject measure that has based on on Regulation Director General Communication Land No. KP.5062/AP 005/DRJD Year 2020 regarding Standard Service Passengers at the Ferry Port to provide best service for user service.

2) Party Manager or Ferry Port Operator Cape Fires expected quick repair or provide recommendation facility Standard Service Passengers at the Ferry Port in accordance with research survey results.

3) Operator or Ferry Port Manager Cape Fires should using a questionnaire instrument for knowing perception passenger to service at the Ferry Port Cape Fires, so addition facility harbor in accordance with needs passenger.

5. References
1) 2008. Law of the Republic of Indonesia Number 17 concerning Shipping. President of the Republic of Indonesia: Jakarta

2) 2009. Government Regulation Number 61 of 2009 concerning Ports. President of the Republic of Indonesia: Jakarta

3) 2015. Regulation of the Minister of Transportation Number 39 of 2015 About the Standard of Service for Passengers of Crossing Transportation.
