

Análise dos sistemas operacionais e procedimentos em serviços de navios e mercadorias da Inaportnet com base no principal porto de Tanjung Perak Surabaya

Analysis of operating systems and procedures in ships and goods services of Inaportsnet-based in the main port of Tanjung Perak Surabaya¹

Análisis de sistemas operativos y procedimientos en el servicios de embarcaciones y mercancías de Inaportnet en el puerto principal de Tanjung Perak Surabaya

Recebido: 01/04/2020 | Revisado: 02/04/2020 | Aceito: 22/06/2020 | Publicado: 02/07/2020

Trisnowati Rahayu

ORCID: <https://orcid.org/0000-0002-4911-7125>

Surabaya Merchant Marine Polytechnic, Surabaya, Indonesia

E-mail: trisjafar@gmail.com

Heru Susanto

ORCID: <https://orcid.org/0000-0001-7060-1408>

Surabaya Merchant Marine Polytechnic, Surabaya, Indonesia

E-mail: he_ro320@yahoo.com

Resumo

Esta pesquisa está focada no principal porto de Surabaya porque o porto de Surabaya tem um alto nível de atividade em termos de serviços de carga e descarga de mercadorias, juntamente com o progresso do comércio. Esta pesquisa foi realizada no porto principal de Tanjung Perak Surabaya. Este tipo de pesquisa realizada nesta pesquisa é para usar pesquisa descritiva. Os resultados do estudo indicam que o principal porto de Surabaya de Tanjung Perak implementou o sistema Inaportnet para Pelindo III, desde 2 de novembro de 2016. O sistema e procedimento on-line dos serviços de navios e mercadorias no porto principal de Tanjung Perak Surabaya é um procedimento de serviço administrativo para atividades de serviço de navios e mercadorias desde que o navio atracou na doca, executando atividades operacionais de carregamento e descarregamento até que o navio seja projetado on-line para que possa ser facilmente acessado pelos usuários do serviço portuário. Os obstáculos enfrentados na

¹ Presented on 3rd ICMET.

implementação do inaportnet no principal porto de Tanjung Perak Surabaya são a qualidade inadequada dos serviços no porto, indicada pela falta de um sistema de serviço portuário 24 horas e pela falta de instalações de carregamento e descarregamento. Ainda existem oficiais diretamente envolvidos no processo de serviço que ainda não têm competência em seus campos, para que o processo de serviço possa ser restringido se ocorrer um problema, o sistema de conexão de rede geralmente experimenta erros que resultam no processo de sistemas de serviço de navios e mercadorias não podendo ser feito online.

Palavras-chave: Inaportnet; Serviços; Navios e mercadorias.

Abstract

This research is focused on the main port of Surabaya because the port of Surabaya has a high level of activity in terms of goods loading and unloading services along with the progress of trade. This research was conducted at the Main Port of Tanjung Perak Surabaya. This type of research conducted in this research is to use descriptive research. The results of the study indicate that the Tanjung Perak Main Port of Surabaya has implemented the Inaportnet system to Pelindo III so that since November 2, 2016. The Online-Based System and Procedure of Ship and Goods Services at the Main Port of Tanjung Perak Surabaya is an administrative service procedure for ship and goods service activities since the ship docked at the dock, carrying out loading and unloading operational activities until the ship is designed online so that it can be easily accessed by port service users. The obstacles faced in implementing inaportnet in the main port of Tanjung Perak Surabaya are the inadequate quality of services in the port indicated by the lack of a 24-hour port service system and the lack of loading and unloading facilities. There are still officers directly involved in the service process that do not yet have competence in their fields so that the service process can be constrained if a problem occurs, the network connection system often experiences errors which result in the process of ship and goods service systems not being able to be done online.

Keywords: Inaportnet; Services; Ships & goods.

Resumen

Esta investigación se centra en el puerto principal de Surabaya porque el puerto de Surabaya tiene un alto nivel de actividad en términos de servicios de carga y descarga de mercancías junto con el progreso del comercio. Esta investigación se realizó en el puerto principal de Tanjung Perak Surabaya. Este tipo de investigación realizada en esta investigación es utilizar investigación descriptiva. Los resultados del estudio indican que el puerto principal de

Tanjung Perak de Surabaya ha implementado el sistema Inaportnet en Pelindo III, de modo que desde el 2 de noviembre de 2016. El sistema y procedimiento en línea de servicios de embarcaciones y mercancías en el puerto principal de Tanjung Perak Surabaya es un procedimiento de servicio administrativo para actividades de servicio de buques y mercancías desde que el barco atracó en el muelle, llevando a cabo actividades operativas de carga y descarga hasta que el barco está diseñado en línea para que los usuarios del servicio portuario puedan acceder fácilmente a él. Los obstáculos que enfrenta la implementación de una red inalámbrica en el puerto principal de Tanjung Perak Surabaya son la calidad inadecuada de los servicios en el puerto, indicada por la falta de un sistema de servicio portuario las 24 horas y la falta de instalaciones de carga y descarga. Todavía hay oficiales directamente involucrados en el proceso de servicio que aún no tienen competencia en sus campos, por lo que el proceso de servicio puede verse restringido si ocurre un problema, el sistema de conexión de red a menudo experimenta errores que resultan en el proceso de los sistemas de servicio de buques y mercancías. no poder hacerse en línea.

Palabras clave: Inaportnet; Servicios; Barcos y bienes.

1. Introduction

Indonesia is a maritime country with the vast majority of its territory consisting of the sea. The sea is the richness of Indonesia's future, in which there is still a lot of economic potential that has not yet been fully explored to the maximum, in fact there are still untouched. Indonesia has a lot of strategic potential from the transportation sector, especially from sea transportation(Salim, 2002). This transportation sector is still not fully utilized by the Indonesian people themselves.

The port is one of the determinants of trading activities. A port that is well managed and efficient will encourage the progress of trade; even industries in the regions will advance on their own.

To start loading and unloading activities at the Port, one must first pass the mechanism set by the port manager. The service is carried out with an online-based system and procedure which is an administrative service procedure for ship and goods service activities since the ship docked at the dock, carrying out operational activities (loading and unloading) to ship out which is designed (design) electronically (online) so that it can easily accessed by port service users(Gottschalk, 1986).

This research is focused on Surabaya port because Surabaya port has a high level of activity in terms of loading and unloading services in line with trade progress. Below there are a number of problems regarding online application based services including:

1. There are obstacles when accessing the system normally, due to the maintenance system, which causes delays to ships, demurrage, and other fines.
2. The length of data revision when input errors occur, due to having to do prior confirmation from the Central IT Team (Jakarta).
3. Interruption of connections between different systems (Port Authority / Indonesia portNet with port business entity / bridge).

2. Methodology

In accordance with the purpose of the study, the type of research was descriptive qualitative. The approach used was a case study approach. This study aimed to analysis of operating systems and procedures ship and goods service of inaportnet based in the main port of Tanjung Perak Surabaya. And The researcher used data collection tool, the interview guides, observation, interviews, and documents(Maxwell & Reybold, 2015).

The researcher use data informans; Head of the sea transport traffic section, supervisor of the sea transport traffic section , the officer of Inaportnet, and the transportation service user was conducted at the Main Port of Tanjung Perak Surabaya. The data were analyzedqualitative-descriptive (Sugiyono, 2016).

3. Result and Discussion

The finding showed that; A description of the development of the inaport system applied at the main port of Tanjung Perak Surabaya.Based on the Minister of Transportation Regulation PM Number 157 of 2015 concerning the Implementation of the Indonesia Indonesia Port Net (Inaportnet) for Ship and Goods Services at Ports, Inaportnet is a single electronic internet-based service system for integrating information systems and stakeholders at the port.

Inaportnet is a system based on the internet network / Web Service related to ship arrival and departure services as well as loading and unloading activities.Tanjung Perak is the

second busiest port in Indonesia after TanjungPriok in Jakarta. This port is also a major port in Eastern Indonesia. The flow of ships and goods in Tanjung Perak is also always growing. As the main port, it is very reasonable for the government to pay more attention to the condition of Tanjung Perak so that the flow of ships in the port is smooth. The magnitude of the flow of ships that enter Pelindo III makes service performance standards must be highly considered. These performance standards will measure the extent of the quality of the services provided. So far, port ship service performance is calculated in units of time. The biggest issue is the ship's waiting time is quite long. This can slow down the time the ship is at the Port. At Large Ports Abroad have very fast service performance. This is inseparable from the application of an integrated system that makes many procedures faster and more efficient. In order to be able to compete with to be able to compete with better ports, the Government has also assisted in the regulation of the application of the Inaportnet system to Pelindo III so that from November 2, 2016, Pelindo III of the Tanjung Perak branch adopted the use of the Inaportnet application to smooth the service request system.

System and Operational Procedure of Online-Based Vessel and Goods Services at the Main Port of Tanjung Perak Surabaya is an administrative service procedure for ship and goods service activities since the ship docked at the dock, carrying out operational activities (loading and unloading) to ship out which is designed (design) by electronic (online) so that it can be easily accessed by port service users.

Meanwhile, Inaportnet is used so that services at the port can be faster, the management process only requires internet access, and does not use costs for operational management of ship services to the Port Authority, Syahbandar, and Terminal. Inaportnet makes goods and information services can be monitored regularly. INSW is the Indonesian national system that carries out a single submission of data and information, single and synchronous data and information processing, and single decision making for licensing customs and release of goods (single decision making for customs clearance and release of cargoes) so that the waiting time becomes faster (Minister of Transportation Instruction 13, 2016).

In the application of Systems and Operational Procedures for Ship and Goods Services Based Online At the port of Tanjung Perak Surabaya also have problems, among others:

- a) Under certain conditions the network connection has been interrupted (down system) so that the service cannot be carried out and only done manually.

- b) System technical problems that arise cannot be resolved by local officials can only be resolved by officers who are at the center (Directorate General of Sea Transportation of Jakarta) so it requires more time to follow up on the resolution.
- c) The problem is the inadequate quality of services at the port is indicated by the lack of a 24-hour port service system and the lack of loading and unloading facilities. The Ministry of Transportation has a commitment to complete integration by not changing its team before Inaportnet is completed because one of the main causes that inhibits Inaportnet is the change of officials. This has caused Inaportnet's delay in INSW because new officials need to be re-adjusted.
- d) Port digitalization includes port management, warehouse management, and asset management. This digitalization will increase the effectiveness and efficiency of port services, namely ship services, container services, and cargo services. One form of port digitalization is the Online Order Order (DO) program which is integrated with INSW and Inaportnet. This can encourage increased transparency and accountability of port processes so as to make port logistics costs more efficient and competitive.
- e) There are still officers directly involved in the service process that do not yet have competence in their fields so that the service process can be constrained if a problem occurs.

The implementation of online and electronic-based ship and goods services at the Tanjung Perak Main Port in Surabaya has greatly impacted the efficiency of the use of time, transparency and ease in the process of serving ships and goods. The level of fraud such as Corruption, Collusion and Nepotism (KKN) can be avoided, this is because the entire service process has been done online (electronic) without having to do face-to-face (face to face) between officers and service users. Errors due to human error related to ship services and goods can be minimized because all stages of the process flow have been carried out systematically on the system.

4. Conclusion

- 1) Main Port of Tanjung Perak Surabaya has implemented the Inaportnet system to Pelindo III so that since November 2, 2016.

- 2) Operational Systems and Procedures of Online-Based Vessel and Goods Services at the Main Port of Tanjung Perak Surabaya is an administrative service procedure for ship and goods service activities since the ship rests on the dock, carrying out operational activities (loading and unloading) until the ship is designed (design) electronically (online) so that it can be easily accessed by port service users.
- 3) The obstacles faced in implementing inaportnet in the main port of Tanjung Perak Surabaya are the inadequate quality of service at the port indicated by the lack of a 24-hour port service system and the lack of loading and unloading facilities. There are still officers who are directly involved in the service process and do not yet have competence in their fields so that the service process can be constrained if a problem occurs, the network connection system often experiences errors that result in the process of ship and goods service systems not being able to be done online (electronic).

5. Suggestion

- 1) Maintenance of a good and correct network connection system on a scheduled basis so that no errors occur that result in the process of ship and goods service systems not being able to be done online (electronic).
- 2) Operational service administration officers and Information Technology (IT) technical support officers directly related to the ship and goods service system should be allocated 7 x 24 hours.
- 3) Evaluation and revision related to the implementation of ship and goods service systems based on online should be done at least once a year, bearing in mind the service system of ships and goods is a new system that needs to be adapted to the conditions at the Surabaya Main Port, so the system can reach perfection.

References

Gottschalk, L. (1986). *Understanding History* (Translatio). Jakarta: UI Publisher Foundation.

Maxwell, J. A., & Reibold, L. E. (2015). Qualitative Research. In *International Encyclopedia of the Social & Behavioral Sciences: Second Edition*. <https://doi.org/10.1016/B978-0-08->

097086-8.10558-6

Minister of Transportation Instruction 13. (2016). the application of Inaportnet for ship and goods services at the main ports of Makassar, Belawan, Tanjung Perak and Tanjung Priok.

Retrieved June 10, 2016, from www.Inaportnet.INSW.go.id

Salim, A. (2002). *No Title Transportation Management*. Jakarta: Rajawali Press.

Sugiyono. (2016). *Memahami Penelitian Kualitatif*. Bandung: Alfabeta.

Percentage contribution of each author in the manuscript

Trisnowati Rahayu - 50%

Heru Susanto - 50%