

Conference Paper

Analysis of Ship Document Management by PT. Lintas Samudera Borneo Lines at One Stop Service Center

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Abstract

The purpose of this study is to evaluate document processing measures at a One Stop service center managed by PT. Lintas Samudera Borneo Lines. The study uses a qualitative method that involved data collection as well as direct interviews with research subjects and a literature study. From the results of research and discussion of document processing issues at the One Stop Service Center, the effort made was to divide time outside working hours by recruiting new employees in the operational field. The obstacles faced are the lack of two-way communication between ships and shipping companies.

Keywords: Process; Ship Document; One Stop Service Center.

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1. Introduction

In the Republic of Indonesia Government Regulation No. 64 of 2015 concerning Ports (amendment to PP No.61 of 2009). Port is everything related to the implementation of port functions to support the smooth, secure and orderly flow of ship, passenger and / or goods traffic, sailing safety and security, places of intra-and / or intermodal movement as well as encouraging the national and regional economy regularly pay attention to regional layout.

To manage a good port, good management is needed, one of the port management systems is the One Stop Service Center, the legal basis used is the Decree of the Minister of Transportation No. IM6 / AL / 3014 / Phb in 1998 regarding the Role of One Stop Service Center (PPSA) in an Effort to Improve Port Services to Port Service Users at PT (Persero) Pelabuhan Indonesia III, Banjarmasin Branch.

PT. Lintas Samudera Borneo Lines Banjarmasin branch is a shipping company which has operations covering the general port area, Banjarmasin. The branch office of PT. Lintas Samudera Borneo works in the field of agency services for owned ships and other ships entering the Trisakti Port area. In agency activities carried out by PT.

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Lintas Samudera Borneo Line, it often experiences obstacles in processing ship dock documents at the One Stop Service Center. One of the factors for the delay of ships entering or leaving the port is a result of the delay in the documents prepared by the ship agent, therefore the speed of the agent's service greatly determines the smoothness of the in / out clearance, especially in the handling of ship dock documents at the One Stop Service Center (PPSA) by PT. Lintas Samudera Borneo Lines.³⁰

Information is an important element in agency activities. Information that is always updated will be the key to the success of the agent in the process of its activities. This is where the agent's role in receiving and providing information is very important so that service to the ship is maximized and minimizes the obstacles that occur in the field.

1.1. Basis of Theory

1.1.1. PT. PELINDO III / PPSA (One Stop Service Center)

KM NO. IM6 / AL / 3014 / PGB / 1998 regarding One Stop Service Center (One Stop Service Center), PT. Pelabuhan Indonesia III or Pelindo III is an agency that provides and operates port facilities that allow ships to dock safely and can carry out loading / unloading activities, as well as determine the allocation of mooring places and time for vessels to moor and determine production targets for loading / unloading activities.

1. Ship Services, which consists of:

- (a) Planning for Ship and Freight Services.
- (b) Ship Services Entering from the Outer Threshold to *Rede*.
- (c) Mowing Services from Outer Threshold or *Rede* to Mooring.
- (d) Moving Ship Services / Shifting.
- (e) Change / Mooring / Shortening of Ship Services.
- (f) Extension of Ship Services.
- (g) Service Ships Out of the Moor or *Rede*.
- (h) Ship Water Services

2. Goods Services, which consists of:

- (a) Goods Unloading Service Directly.
- (b) Goods Unloading Service from Ship to Warehouse / Stacking Field.
- (c) Dispensing Services Goods and Warehouses / Stacking Field.

- (d) Goods Entry Services to the Warehouse / Field Stacking to Ship.
 - (e) Goods Loading Service from the Warehouse / Field Stacking to Ship.
 - (f) Direct Loading Services.
3. Shipping companies / agents and loading and unloading companies submit Ship and Goods Service Requests to the One Stop Service Center officers no later than 1x24 hours before the ship arrives who is at:
- (a) For Shipping Companies / Agents:
 - i. *Ship Particular* for ships for the first time visiting and or there is a change in the ship master in the SIUK Database of Trisakti Port, Banjarmasin.
 - ii. Ship measuring letter.
 - iii. Master cable
 - iv. *Clearence In / Out* from Syabandar
 - v. Notification of Ship Arrival that has been verified by the Trisakti Port Authority / Port Administration.
 - vi. Notification of Foreign Ship Operation
 - vii. Agency Appointment Letter (for ships with agency status).
 - viii. *International Ship Securit Certificate* (ISSC) for ships that will carry out activities in the ISPS Code compliant area.
 - ix. Other documents required from the competent authority
4. For loading and unloading companies
- (a) Copy of Manifest Cargo / Unloading List / Invoice / Packing List / Bill Of Loading / Import Declaration of Goods (for imported goods).
 - (b) Notification of the loading and unloading work plan that has been verified by the Port Authority / Trisakti Adpel.
 - (c) Unloading Work Statement (SPKBM).
 - (d) *Operation Planning*.
 - (e) *Shipping Instruction* (SI), for the activities of importing goods into the warehouse / stacking field.
 - (f) Application for entry or release of goods to the General Manager cq. Operations Manager, for the activities of entering or releasing goods from the warehouse / stacking field

1.2. Definition of Agency

According to Suyono RP, agency is a legally enforceable relationship that occurs because two parties agree to make an agreement, one of the parties called the agent agrees to represent the other party called the owner (principal) on condition that the owner retains the right to supervise his agent regarding the authority that has been entrusted to him.

Agency Function, *general agent* functions to regulate the marketing strategy of ship space at agent offices within the coordinating area, manage permits related to ship operations at ports, handle claims matters that cannot be resolved by the port agent. Therefore, general agents do not carry out their duties directly, because these activities are part of the port agent business. In this case the agent's function in the field of sea transportation is as follows:

1. Serving in the process the ship will dock.
2. Serving all the activities that will be required by the ship in loading or unloading goods.
3. Assist or authorize the cargo of the ship.

1.3. Operational definition

An operational definition is a practical or operational definition (not a theoretical definition) of a variable or other term in research that is considered important. Agency is a joint agreement between the two parties that has legal force that occurs when one of the parties as a service user agrees to be represented by another party in settling a matter or interest as a service provider on terms that have been mutually agreed upon and known together.

1.4. Ship's documents

Ship documents are documents that must be owned by the ship and must always be carried by the ship. These ship documents state the perfection of the ship at the One Stop Service Center (PPSA). The Ship documents include:

1. PKK (Ship Visit Notification)

A document that describes a ship's visit to a port.

2. Ship Particular

Documents stating the description of the ship’s parts include, among others: Ship Name, Call Sign, Ship Length, DWT, GT, Ship Flag and other ship-related data.

3. Notification of Ship and Goods Services (PPKB)

A document that describes the arrival of a ship to a port.

4. Bill of loading

Bill of lading which is also known as bill of lading, for the carrier is a contract of transportation as well as proof of receipt of goods.

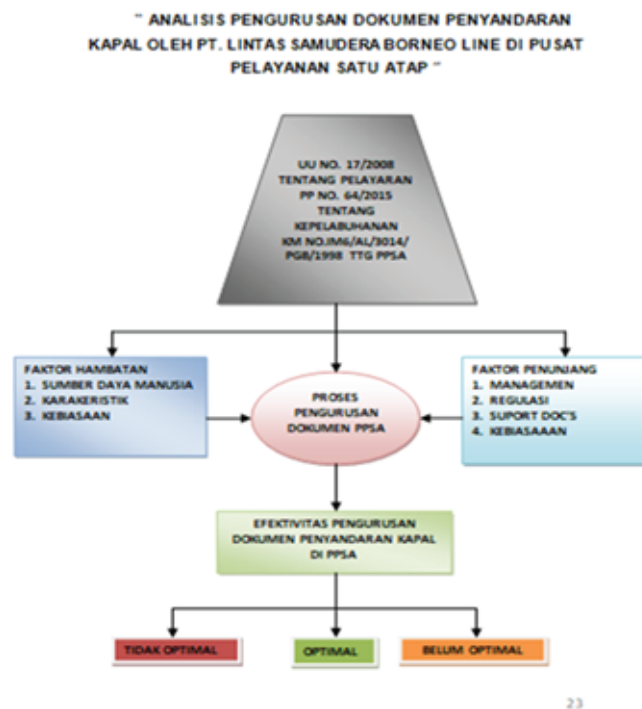


Figure 1: Research Framework

2. Research Methods

2.1. Type of Research Design

The type of research design used in this study is Type of Design This research is a field research that uses a descriptive design, namely by analyzing the management of ship dock documents by PT. Lintas Samudera Borneo Lines at the One Stop Service Center.

2.2. Variable Operational Definition / Focus Description

The title of the research is Analysis of Ship Dock Document Management by PT. Lintas Samudera Borneo Lines at One Stop Service Center. The operational definition used in this study is as follows:

1. Analysis

Analysis is an investigation of an event to find out the true situation.

2. Management

3. One Stop Service Center / PT Pelabuhan Indonesia III

KM NO. IM6 / AL / 3014 / PGB / 1998 regarding One Stop Service Center, One Stop Service Center (PPSA) Banjarmasin port is the main room where the community or port service users submit requests for various services, both information and service services port field.

4. Agency

According to Suyono RP, agency is a legally enforceable relationship that occurs because two parties agree to make an agreement, one of the parties called the agent agrees to represent the other party called the owner (principal) on condition that the owner retains the right to supervise his agent regarding the authority that has been entrusted to him.

5. Port

Republic of Indonesia Government Regulation No. 64 of 2015 concerning Ports (amendment to PP No.61 of 2009).Port is everything related to the implementation of port functions to support the smooth, secure and orderly flow of ship, passenger and / or goods traffic, sailing safety and security, places of intra-and / or intermodal movement as well as encouraging the national and regional economy regularly pay attention to regional layout.

6. Ship

Act No. 17 of 2008 concerning shipping. Ships are water vehicles with certain shapes and types, which are driven by wind power, mechanical power, other energies, towed or delayed, including vehicles with dynamic support, vehicles under the surface of the water, as well as floating devices and floating structures that do not move..

2.3. Population and Research Sample

(2) The research population is the number of objects as a whole or generalizations of objects or subjects that have certain qualities and characteristics determined by the researcher to study and draw conclusions. The research population data in this study were 5 employees of PT. Lintas Samudera Borneo Lines.

The research sample is part of the population or part of the characteristics possessed by the population. The research sample taken was 4 employees including the head of the branch.

2.4. Data Collection Techniques and Research Instruments

To obtain the data needed in this paper, the author uses several ways as follows:

1. Primary data is data that is collected and processed by the researcher directly from the research subject.

(a) The method of observation is research by making direct observations at PT.Lintas Samudera Borneo Lines. So the research instrument from the observation method is a check list.

(b) The interview method is to conduct direct or written interviews with related parties. So the research instrument of the interview method is an interview form.

2. Secondary data

Secondary data are collected in the following ways:

(a) Research Methods Library (library research) is a method used by the author to obtain data through literature studies, books, articles on internet sites and literatures that are closely related to the material discussed.

(b) Documentation technique is a way to obtain or collect data through pictures and other appropriate documents.

2.5. Data Analysis Method

The data analysis technique used in this report is descriptive analysis technique, which is a technique that describes or describes this research as the title the writer took,

namely the management of ship documents by PT. Lintas Samudera Borneo Lines at the One Stop Service Center.

3. Results and Discussion

3.1. Problem Analysis

During the arrangement of the ship docked document by PT. Lintas Samudera Borneo Line at the One Stop Service Center, there were obstacles, it was due to several factors such as

1. Human resource factor

Human resource (HR) factors that affect the processing of ship dock documents by PT. Lintas Samudera Borneo Line. In general, employees of the Banjarmasin branch of PT. Lintas Samudera Borneo Line have good skills and expertise.

2. Wharf Factor

Wharf factors that affect the processing of ship dock documents by PT. Lintas Samudera Borneo Line are the lack of length of the pier, with the less length of the pier, it will affect the ship's activity when loading / unloading goods, because the ship cannot dock at the dock. The ship can have an impact on ship docking delays. Since most of the agency ships of PT. Lintas Samudera Line, Banjarmasin branch, are tankers, according to the explanation of the Trisakti Port officers, the dock at Trisakti Harbor is still not ideal because the length of the 650 meter dock often causes difficulties if there are 5 (five) ships at once. with a length of 200 meters, the ship cannot dock at the dock.

3. Waiting Time Factor

Trisakti Port is one of the busiest ports in Indonesia. Every day there are 30 to 40 ships visiting. Scouting has an important role and is the spearhead of all ship berth activities. The number of ships entering or leaving the ship traffic becomes busy, so that often happens the following:

- (a) Lack of tugboats available to dock the ship when it will dock and moor at the port
- (b) Delay in pilot service when the ship will enter the port.

3.2. Solution to Problem

The efforts made to overcome the inaccurate handling carried out by PT. Lintas Samudera Borneo Lines in processing ship documents at the One Stop Service Center of PT. Pelabuhan Indonesia III (PERSERO) Banjarmasin branch.

1. Human Resources (HR)

The human resources owned by the employees of PT. Lintas Samudera Borneo Line are generally good. However, PT. Lintas Samudera Borneo Line is trying to improve it, including:

- (a) Before admitting employees, a selection system is held by conducting academic and psychological tests. Applicants who have good results can join the company.
- (b) Providing training and skills for employees, both existing and new employees.
- (c) In addition, new employees are also given supervision from appointed old employees. The division requires employees who have experience in their fields.
- (d) Conduct evaluation in a meeting attended by representatives of each division to find out the deficiencies that need to be corrected to achieve better results.

2. Wharf Factor

To anticipate the lack of length of the pier, Trisakti Banjarmasin Port has arranged for ship mooring planning.

3. Waiting time factor

As for the actions by Trisakti Port, Banjarmasin in dealing with waiting time, include:

- (a) Maintaining the readiness of operation of the tugboats an average of 10 units of tugs per day from the 15 available tugs.
- (b) Reducing the delay in assisting service by changing the watchdog system from changing every 24 hours to every 12 hours for attending to physical exhaustion.

3.3. The Role of PT. Lintas Samudera Borneo Line

Role PT. Lintas Samudera Borneo Lines Banjarmasin branch in processing documents at the One Stop Service Center of PT Pelindo Indonesia III (PERSERO) Banjarmasin branch.

1. PT Pelabuhan Indonesia III Banjarmasin

- (a) PT. Lintas Samudera Borneo Line submits Ship and Goods Service Requests to One Stop Service Center officers no later than 1 x 24 hours before the ship arrives, which is being illuminated:
- i. Ship Particular
 - ii. Measuring letter
 - iii. Master cable
 - iv. *Clereance in / out* from the bandar
 - v. Ship Arrival Notification
 - vi. PPKA
 - vii. Agency referral letter
 - viii. *International Ship Security Certificate (ISSC)*
- (b) If the document is declared complete and has no receivables that are due.
- (c) On the basis of request for ship and goods services request and other documents. Asman ship planning & marketing conducts pre operational meetings to discuss the operational implementation plan (Operation Plan).
- (d) Furthermore, the results of the pre operational meeting are used as the basis for the One Stop Service Center meeting (set forth in the form of minutes)
- (e) On the basis of the minutes of the results of the Asman pre-meeting. Planning and marketing make estimated cost calculations (EPB) according to the type of service required.
- (f) Based on the estimated cost calculation, PT. Lintas Samudera Borneo Lines makes uper payments through the designated bank's Cash Management System (CMS) or in cash to the spv. Kassa & Adm. Finance in order to obtain validated proof of uper payment.
- (g) Implementation of meetings attended by:
- i. Port Authority
 - ii. *Operational Division* (Asman. Terminal services and Asman. Ship services).
 - iii. Shipping company
- (h) The results of the One Stop Service Center meeting that have been determined by the Trisakti port Authority, are then submitted to the One Stop Service Center officers for entry into the determination of Ship and Goods Service Requests to the SIUK application.

- (i) The 1st sheet was received by PT. Lintas Samudera Borneo Lines as proof of the determination of the application.

RKSP (Plan for Arrival of Transportation Means) is a document or letter made by shipping companies (ship agents) which contains plans for the arrival of transportation facilities from a ship entering the area of a port, the influence of RKSP will have an impact on government agencies related to the arrival process.

The Transport Means Arrival Plan document is used to prepare the equipment used to carry out ship awareness, preparation of guiding officers, preparation of loading and unloading equipment and others. The shipping agent must notify the ship's arrival plan to Pelindo no later than 24 hours before the ship arrives and attach other documents to the port. These ports include:

1. Agency designation for vessels with agency status.
2. Copy RPT for domestic vessels.
3. Cargo the ship's manifest.
4. Master cable.
5. *Ship particular* (ship specification letter).
6. Copy a ship measurement certificate for a ship arriving at the port for the first time or for a ship that has undergone a change in size.

2. customs and Excises

In the RKSP document it is continued to the customs and excise authorities no later than 24 hours before the arrival of the transportation means, so that the customs and excise authorities can carry out their duties on time according to the set schedule. Shipping company or agent appointed to deliver RKSP or BC. 1.0, which at least includes:

1. Name of transportation means
 2. Port of origin of transportation means
 3. The port of origin of the goods to be unloaded
 4. Destination port
 5. Planned arrival date
- ## 3. Quarantine

The agent submits the RKSP to the quarantine authorities no later than 24 hours before the ship arrives at the port, accompanied by a document declaration of the captain regarding the health of the ship (Maritime Declaration of Health), a list of countries previously visited (Voyage Memo), a list of vaccinations for crew (Vaccination List) and other documents requested by the quarantine authorities.

4. Immigration

The RKSP is submitted to the Immigration Office early with the aim that the immigration authorities can find out the arrival of foreigners who will arrive at the port area. In the RKSP other requirements that must be fulfilled in relation to immigration services upon arrival of the ship for the crew are as follows:

1. Have a valid passport in his name
2. Has a seaman's book in his name which is still valid
3. Listed in the ship's crew list

4. Conclusion

As a shipping company, the Banjarmasin branch of PT. Lintas Borneo Line acts as an agent that takes care of all the docked documents of its own ship at the One Stop Service Center and conducts inspection and management of the documents used as well as letters and ship crew. The obstacles experienced by PT. Lintas Samudera Borneo Line at the One Stop Service Center are human resource factors, namely the lack of ship agency staff or the absence of agency staff who work outside company working hours, the jetty factor, namely the pier that will be used by the ship to dock still used by other ships that are still carrying out loading or unloading activities and delays in pilot service that cause waiting times

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