

Policy and Service of Issuance Sailing Licenses for Fishing Vessels

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Abstract: Implementation of the Policy in the issuance of a sailing license at the Syahbandar Office of Makassar Untia Port is very high demand, in serving the community so that it can satisfy the ship's masters, owners and fishermen. This study aims to analyze the requirements documents for the issuance of Sailing License for fishing vessels, the implementation of policies for issuing fishing boats Sailing License from the aspect of service and time of arrangement. The results of the study show that the average performance of the service or the implementation of the policy of issuing license for sailing fishing vessels in ports for the indicators of communication, resources, disposition and organizational structure is categorized as satisfying very high more than 50% and above. This proves that good service and complete facilities provide a high level of satisfaction to the community in managing sailing license. Sailing License (SL) publishing service performance is maintained to anticipate an increase in services and facilities so that the number of management officials for sailing license is also increasing.

Keywords: Service, SOP, Administration, Sailing License

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I. Introduction

The strategic position of the Unitary State of the Republic of Indonesia should be maximally utilized as the basic capital of national development to realize a safe, peaceful, fair and democratic Indonesia, and improve people's welfare [1,2] the role of sea transportation which controls the livelihoods of many people, so that its existence is controlled by the state whose guidance is carried out by the Government. One of the guidance carried out by the government based on the law is a regulatory function, which includes the establishment of general and technical policies, among others, the determination of norms, standards, guidelines, performance, planning, and entry procedures, requirements, safety and shipping security and licensing.

The government requires each ship to have a Sailing License (SL) or Sailing Approval (SA). SL/SA publishing services must be carried out in accordance with applicable standards in the Ministry of Maritime Affairs and Fisheries of the Republic of Indonesia. Implicit in Law Number 17 of 2008 that SL/SA is issued with the aim of government control to ensure the operational safety of fishing vessels as a manifestation of the implementation of Syahbandar duties in order to carry out safety and security functions including supervision and law enforcement in the field of water transportation, ports and maritime environmental protection in the port. In the publishing process, the Service Operational Standards (SOP) that are referred to need to be implemented to support the smooth implementation of SA services and optimize service time and determine the responsibilities of each service officer [3].

South Sulawesi is one of the potential fisheries development areas, both for domestic and local consumption as well as exports. Strongly requires fisheries wealth management and port facilities that have adequate facilities. The Port of Untia is a port that has many facilities to support the maintenance of fisheries activities. Untia in carrying out the function of the martyrdom system which is based on the body is a service for issuing SL/SA that refers to the SOP that has been determined by the Indonesian Marine and Fisheries Ministry. The service for issuing SL at Untia Port has been equipped with a special SOP for SA Issuance Services. This is the issue in the research, namely how the quality of service for Ship Masters, Ship Owners or SL Applicants [4].

Issues related to SL/SA Indonesia, among others: (1) sea transportation accidents that occur due to shipping licenses to ships that are not sailing. Example KM. Arista sinks on 06/13/2018, KM. Sinar Bagun sank on 6/18/2018, Lesatari Ferry Ship sank on 07/3/2018 which takes many lives. (2) SL issuance which takes a variety of time and often delayed (3) SL tariffs that often exceed official provisions, other illegal publications

(4) SOPs specifically for SL publishing services are not yet known to what extent they have been implemented in a real process in the field [5].

For this reason, this research is aimed at revealing and analyzing the issuance of Sailing License for fishing vessels, analyzing the performance of the implementation of the issuance policy of Sailing Ship Fishing License in terms of service aspects and optimal handling time and optimal document description.

II. Materials And Methods

This research was carried out at the Syahbandar Office, Untia Port, Makassar, and South Sulawesi. Data collection and documentation was carried out with a questionnaire system, direct interviews and documentation to the Makassar Untia port authority and boat captain. The sample for 36 participants consisted of Syahbandar 17%, Fishermen 30%, Skipper 33% and Ship Owners 19%. This research is classified as descriptive, examines the symptoms related to the issuance of a Sailing License. Data were analyzed with qualitative descriptive statistics, to describe the results of the analysis or study associated with the formulation of legislation and policies that became Norms, Standards, Guidelines and Criteria (NSGaC) to answer research questions.

III. The Results

The process of issuing SA refers to the Regulation of the Minister of Marine and Fisheries Number 3/Permen-KP/2013[6] and Regulation of the Minister of Transportation No. 82 of 2014 and No. KM 1 of year 2010[7,8]. Every ship that will sail leaving the fishing port must have SA issued by the Syahbandar at the fishing port. SA is not required for fishermen with vessels under 10 GT to apply for SA issuance. However, there are several vessels under 10 GT that have complete documents applying for SA issuance. There are some differences regarding administrative requirements that must be held when applying for SA issuance for ships larger and smaller than 30 GT.

The service for issuing SA is carried out less than one roof, starting from taking queuing numbers until the SA is issued. The Integrated Post Place, SA applicants must pass 5 posts (Payment Services Tambat Labuh Post, Marine and Fisheries Resources Monitoring Post, Sea Security Post, Port Health Post, Kesyahbandaran Post) which is an inseparable unit of the SA publishing process [9].

The level of satisfaction in the service of Sailing License (SL) from the aspect of communication is in the category of the average very satisfied with the assessment indicators including the readiness of officers to serve the community, reliability of the administration manager, timely and minimal service errors. Likewise on the aspect of resources with assessment indicators including; speed of officers, service problems, willingness to help services and service procedures. The disposition aspect with assessment indicators includes the ability and knowledge of administration, attractive, polite and courteous, and honest in administrative services. Data on Organizational Structure aspects are all in the very satisfied average category with the Indicator. Assessment includes attendant care, meeting convenience, service justice, and institutional support in service. In general, services from communication, resources, disposition, and organizational structure show very satisfying.

IV. Discussion

Each employee in providing forms of the publishing process, prioritizes the aspects of communication, resources, disposition and organizational structure, so that the ability of employees to serve the community is needed in accordance with the level of understanding, conformity, and procedures in accordance with good service to the community. This is evidenced by research data that the readiness of officers in serving the community is in the very satisfied category with a percentage of 77.8% while the satisfied category is 22.2%. This requires a wise, detailed explanation, fostering, directing and persuading to respond to all forms of procedures and working mechanisms that apply in a company, so that the form of service gets a positive response. Reliability services provided by administrative officers are in the category of very satisfied with percentage of 66.7% while the satisfied category was 33.3%.

In line with the opinions of Frederickson and Hart experts taken in [10] argued that policy is an action that leads to the objectives proposed by a person, group or government in a particular environment due to certain obstacles while looking for opportunities to achieve goals or realize the desired goal.

Excellent service excellence at the port [11] should be added to Pertamina's facilities for the supply of fuel oil and providers of ice cubes so that people no longer travel back and forth between Paotere port and Untia Port. Another thing that is needed is facilitating between Fishermen and Consumer Fish Buyers so that Syahbandar employees are also a supporting factor so that service satisfaction at Untia Port offices is more satisfying to meet community needs, both ship owners, skipper, fishermen and consumers can be fulfilled. Good, friendly service, courtesy, timeliness, and speed of service are important values expected by the community. This was revealed that the timeliness and minimum errors of the performance of officers were in the satisfying category.

The relationship between the issuance process of Sailing License and community satisfaction is very important for Syahbandar services in Untia Port, because the fulfillment of the satisfaction of the community with the Untia Port Syahbandar service has provided maximum public service expected by the community. Therefore, the quality of public services has a positive influence in creating customer satisfaction. Public services are activities or series of activities in order to fulfill the needs in accordance with the Laws and Regulations for every citizen and resident for administrative goods, services, and/or services provided by administrative services and solutions provided by the Syahbandar in Untia Port are categorized very satisfied.

The community problems are in the very satisfied category. The community in the management of the required documents has been carried out according to the procedure (SOP), which has been determined and is always based on the directions given by Syahbandar. So that in the management of documents or administration the issuance of license has never been delayed and always follows the service procedures so that the community is very satisfied. If there are incomplete documents and not compulsory files, the party from the Syahbandar office provides a policy regarding the issuance of SL. We can use this definition of policy and is relatively adequate for the needs of ordinary talks, but becomes inadequate for talks that are more scientific and systematic regarding public policy analysis [12].

The time for publishing SL takes approximately 60 minutes. After all files are examined, it will be followed by a physical inspection of the ship using the checklist form to check the suitability of the documents with those in the ship directly. The lack of facilities that are not related to the administration of the Syahbandar for sailing license available in Untia Port such as Pertamina and the supply of ice blocks which made the long departure time due to having to travel from Paotere Port to the Untia Port by checking the ship. Institutional support for service needs is in the category of not yet very satisfying, and becomes an obstacle for the community in providing services to the Untia Port. Implementation of the provision of facilities to produce something that has an impact or effect, is something that has not yet been integrated in the form of laws, government regulations, judicial decisions and policies made by government institutions in state life [13].

The issuance of SL by the authorities in the Syahbandar office is considered to be good, and also service to the community has been very good in providing justice and services with ease in meeting administrative officers in the very satisfied category. This is in line with what was stated by [14] that "Customer satisfaction is an emotional response to the evaluation of the consumption experience of a product or service". Emotional responses can be more feelings that are felt when something he wishes is achieved.

V. Conclusion And Recommendation

Based on the results of the research and discussion, it can be concluded that the SL publishing process includes the process and stages of registration, completing the file, verification process, ending in the issuance of SL, indicating that the implementation of SOP provided by Syahbandar is excellent service to the community. Documents for SL Issuance requirements, which are required are OWL (Operation Worthiness Letter, SIPI/SIKPI, SIUP (Fisheries Business License), Fish Catcher Sailor Skill Certificate 30 SC 60 MIL, Ship Crew Identity, Small Pass, Large Pas, Fishing Vessel and Safety Certificate, Health Letter, Log Book, Permanent measurement Letter, Radio Safety Certificate, and Certificate of Transmitter Activity (CoTA). The average processing time for SL publishing services does not exceed 60 minutes for complete documents according to requirements. But if the requirements are incomplete and it is considered that the file is not the main file, then a policy is provided to complete it.

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Appendix: SOP

Table 1. Service Flow for Issuance of Sailing License (SL)

N o.	Description of activities	Manager				Raw Quality			Expl anation
		Master/ Ship Owner/ Ship Managem ent	Administrat ive Officer	Fisheries Ship Worthiness Technical Officer	Syahband ar at Fisheries Port	Completeness	Time	Output	
1	Submit an application and fill in the SA application sheet.	Star				Application letter	2 Minutes	Applicati on letter	
2	Receive ship documents, check administrative completion, check ship documents, record ships out in ledgers, fill Ship Departure STBL	Not				Ship document	10 minutes	Ship document checklist	
3	Checking the feasibility of the ship (seaworthy, feasible capture, safekeeping and inspection of crew members) on board fishing vessels and initial list of crew members and SA sheets.	Not				Document and blank SA	15 minutes	Checklist	Adju st to ship size (GT)
4	Publish Sailing Approval.	[Redacted]					15 minutes		
5	Research and validate and sign SA	[Redacted]				Ship documents and SA	2 minutes	SA	
6	Archiving document files and SA	[Redacted]				Document file and SA	2 minutes	Files	
7	Receive SA	Finish				SA	2 minutes	SA	

Table 2. Frequency Distribution of Community Satisfaction Trends

No.	Distance	Frequency	Percentage	Category
1	$X \geq 60.3$	16	44%	Very High
2	$58.5 \leq X < 60.3$	10	28%	High
3	$56.7 \leq X < 58.5$	1	3%	Low
4	$X < 56.7$	9	25%	Very Low
Total		36	100	

Source: Primary Data Processed, 2019

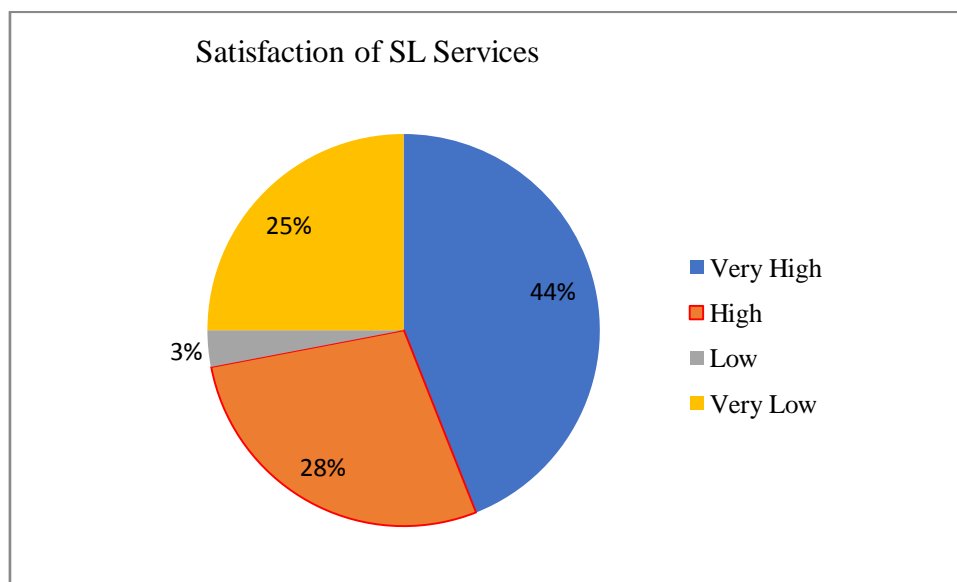


Figure 1. Satisfaction of Sailing License Services

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