

Embarkation and Debarkation Services at Sorong Port of West Papua

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Abstract: The operation of sea transportation activities must be in accordance with the stipulated regulations for the sake of security, safety, public order, therefore it requires the awareness of all parties to comply with the stipulated rules. This study aims to determine the effectiveness of embarkation and debarkation services at Sorong Port, West Papua. This research is a type of descriptive qualitative-quantitative research. The results showed that the implementation of Standard Operational Procedures (SOP) for embarkation and debarkation of passengers at Sorong Port was not yet effective because the SOP had not been 100% implemented. Due to the lack of awareness of passengers to comply with the applicable standards, both those are going to board the ship and those who get off the ship. In order for the embarkation and debarkation service to be more effective, it is necessary to have strict sanctions for anyone who violates the stipulated rules.

Keywords: Service, Embarkation, Debarkation, Sorong Port

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I. INTRODUCTION

According to Law No. 17 of 2008 concerning Shipping states that a port is a place consisting of land and/or waters with certain boundaries as a place for government activities and business activities that are used as a place for ships to dock, board and disembark passengers, and/or load and unload goods, in the form of terminals and berths of ships equipped with safety and security facilities for shipping and port support activities as well as places for intra-and intermodal transportation. A port has a function as a gateway through which people and goods pass into and out of the port concerned. Ports have various functions and services so they are often analogized as a system supported by three sub-systems, namely operators, entrepreneurs and users, thus ports in carrying out their functions are highly dependent on the synergy and interaction of the three sub systems (Nirmala, 2017)

Ports as a service industry in the form of services must have a certain quality and service qualities (Dedy Arianto, 2014). In terms of sea transportation as a main haul, services to passengers include two things, namely passenger departure services, and passenger arrival services (Apri Yuliani, 2013) which are referred to as embarkation and debarkation (Sudjatmiko1997: 249-257). Currently, the embarkation and debarkation process itself often experiences many problems, both from the ship itself and from outside (Rahmaningtyas: 2020), in this case from the port and passengers.

One of the steps to improve services at ports is to form the preparation and implementation of Standard Operating Procedures in daily service activities, which must be guided by the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia No. 35 of 2012 concerning Guidelines for Preparation of Standard Operating Procedures for Government Administration. Standard sea transportation passenger service at the terminal must be provided and implemented by the operator of sea transportation passenger terminals. Based on the Minister of Transportation Regulation Number 37 of 2015 and addition to the Regulation of the Minister of Transportation Number 119 of 2015 concerning Standard Services for Sea Transportation Passengers in Terminals which include safety, security and order, reliability and regularity, comfort, convenience, and equality.

West Papua Sorong Port is one of the gateways for sea transportation in the provinces of West Papua and Papua (Jembris Sugisolo, 2014, Yusfita Chrisnawati, 2016). Sorong Port is a branch of Pelindo IV located in the western region of Papua Island, serving the flow of passengers and goods originating from outside Papua or vice versa. As a port that has a fairly large flow of ship visits, it must be able to play an active role in providing services, especially in terms of embarkation and debarkation originating from various islands in the

territory of Indonesia. Embarkation and debarkation services at the Port of Sorong, West Papua must pay attention to several important things, including work safety or things that are detrimental to the community as objects of service.

II. THE METHODS

This research is a descriptive study using a qualitative-quantitative approach. This study describes the problems that occur in the embarkation and debarkation services at the Port of Sorong, West Papua by using qualitative data obtained from interviews, observations, and documentation.

III. DISCUSSION

Flow of Embarkation and Debarkation at Sorong Port

Based on research and data from PT. Pelindo IV's current Sorong branch can be seen in Table 1.

Table 1. Passenger Flow at Sorong Port

No.	Description	Realization				
		2015	2016	2017	2018	2019
1	Overseas					
	Debarkation	0	0	0	0	53
	Embarkation	0	0	0	0	0
	Sub Total	0	0	0	0	53
2	Domestic					
	Debarkation	167.780	165.959	153.694	157.886	177.742
	Embarkation	138.128	150.810	140.480	147.415	191.471
	Sub Total	305.908	316.769	294.174	305.301	369.213
	Total	305.908	316.769	294.174	305.301	369.266

Source: PT. Pelindo IV (Persero), Sorong Branch

Table 2 above shows the percentage at the time of embarkation and debarkation at the port of Sorong.

Table 2. Embarkation and Debarkation of foreign passengers

No.	Year	Embarkation (person)	Debarkation (person)	Total	Percentage (%)
1.	2015	0	0	0	0
2.	2016	0	0	0	0
3.	2017	0	0	0	0
4.	2018	0	0	0	0
5.	2019	0	53	53	0
	Total	0	53	53	0

Source: Results of data processing, 2020

Based on table 2 above, it can be seen that there were no foreign passengers who boarded or disembarked at the Port of Sorong from 2015 to 2018. There were only 53 foreign passengers who disembarked at the Port of Sorong in 2019.

Table 3. Embarkation and Debarkation of domestic passengers

No.	Year	Embarkation (person)	Debarkation (person)	Total	Percentage (%)
1.	2015	138.128	167.780	305.908	0
2.	2016	150.810	165.959	316.769	4
3.	2017	140.480	153.694	294.174	-7
4.	2018	147.415	157.886	305.301	4
5.	2019	191.471	177.742	369.213	21

Source: Results of data processing, 2020

Based on table 3 above, it appears that the realization of the development of embarkation and debarkation of domestic passengers for the 5 year period (2015-2019) has fluctuated. In 2015 the number of

embarkations was 138,128 people while the debarkations were 167,780 people. Meanwhile, in 2016 there were 150,810 passenger embarkations and 165,959 debarkations, an increase of 4%. In 2017 there was 140,480 passenger's embarkation and 153,694 people debarkation or a decrease of -7%, this decrease occurred at a fairly high passenger embarkation and debarkation. In 2019, embarkation and debarkation activities have increased by 21%.

Passenger Embarkation / Debarkation Service Issues

The results of observations on the embarkation and debarkation activities found problems that caused the ineffective service for the embarkation and debarkation activities of passengers:

1. The scheduled arrival of passenger ships is not on time, causing prospective passengers to depart and continue their journey to another port are forced to wait at the port and incur additional costs.
2. Lack of awareness of passengers to comply with applicable standard procedures, Often there are passengers who do not have a ticket but can board the ship using brokers. In addition, passengers who are going to get off can freely board the ship
3. Embarkation/debarkation activities are often in conjunction with loading and unloading activities of containers to and from the ship so they are prone to accidents.
4. Sorong Dom Crossing Transport (sea taxi), still docked at the side of the pier and ship and carries out activities to unload and board passengers without checking in tickets first.
5. The problem is street vendors and hawkers, who sell in the port environment, both those who are residents and those who do not. Some even sell on the dock to board the ship.



Figure 1. The activity of hawkers going up the boat ladder
Source: PT. Pelindo IV (Persero) Sorong Branch, 2020



Figure 2. The activity of hawkers at the pier
Source: PT. Pelindo IV (Persero) Sorong Branch, 2020



Figure 3. The activities of hawkers at the pier
Source: PT. Pelindo IV (Persero) Sorongm Branch 2020

6. The problem of passenger luggage, the habit of sea ship passengers carrying excess luggage, which interferes with the debarkation embarkation process.



Figure 4. The loading and unloading workers use the descending passenger lane for over-luggage activities
Source: PT. Pelindo IV (Persero) Sorong Branch, 2020

Based on the description above, it can be said that the implementation of the SOP for embarkation and debarkation of passengers at the port of Sorong has not been effective, because the SOP has not been 100% implemented. This is due to the awareness and discipline of passengers who do not comply with the applicable standard procedures, in addition to the existence of street vendors and hawkers and pick-up of passengers who roam the ports and ships. This can hamper the smoothness of embarkation and debarkation services for passengers at the Port of Sorong, Papua.

IV. CONCLUSION AND RECOMMENDATION

Embarkation and debarkation services are not yet fully compliant with this SOP standard. It can be seen from the existence of street vendors, who still sell a lot in the port environment, both resident and non-resident. Some even sell on the dock to board the ship, which disrupts the smooth running of embarkation and debarkation activities at the Port of Sorong. Likewise, picking up passengers at debarkation is free to pick up passengers directly on board.

The discipline of prospective passengers is still low, related to the habit of carrying excess baggage so that it interferes with the embarkation process, so that prospective passengers take advantage of the loading and unloading laborers using the down passenger lane for over-baggage goods activities.

PT. Pelindo and PT. Pelni in order to maximize the application of Standard Operations Procedure, and impose sanctions for street vendors, who still sell a lot in the port environment, both resident and non-resident. Passengers who do not have tickets cannot be dropped off at the next port, as well as loading and unloading workers who use the passenger lane to get off for over-baggage goods activities.

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