



Evaluation of Passenger Service at Board of KMP. Trevallies on Bastiong - Sofifi Tracking, North Maluku Province

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Abstract

North Maluku province that thousands Kota Ternate is located at the foot of Mount Gamalama for 11 (eleven) years and after 11 (eleven) years of transition and preparation of infrastructure, capital of North Maluku province was transferred to the City of Sofifi located on Halmahera Island is an island greatest. Bastiong harbor crossing in the city of Ternate serves to connect the three (3) separate island with waters of Ternate, Tidore and Halmahera.

For the creation of services that match the level of passenger service, the necessary analysis using the method of conformance level of minimum service standards with existing conditions. Based on this analysis it was concluded that there are variables that are still lacking in the service of some ferry transport as not Information not available yet and Safety Facility that is easily visible and affordable form of health workers, wheelchair and stretcher, Has not provided information security problems are easily visible and clearly legible, not yet available proper temperature control facilities, toilet facilities according to the needs of passengers, canteen / cafeteria clean and separate from the passenger space as well as using electric stoves, are not yet available facilities Wheelchairs and Special Room Special Room facilities Wheelchairs users

Keywords: Services; Passenger Ship; Standards; Safety; Equipment.

1. Introduction

Transport plays a very important in the successful development of an area, which has a role as a link from one region to another, separated by the waters, the role of transport is also very close relation in development, and stimulating activities that are new in the development of the economy of a region. The transport needs of a region caused by the interaction between social and economic activities in the area, the human desire to travel is never-ending and also many reasons that cause the goods are transported from one place to another.

North Maluku province that thousands of cities in Ternate is located at the foot of Mount Gamalama for 11 (eleven) years and after 11 (eleven) years transitional period and prepare for the infrastructure, the capital of North Maluku province was transferred to the City Sofifi located on Halmahera Island is an island greatest.

Bastiong harbor crossing in the city of Ternate serves to connect the three (3) separate island with waters of Ternate, Tidore and Halmahera. On crossing the harbor is serviced by boats of the type Ro-Ro, in the port of this Bastiong majority who use public transport services crossing is derived from the merchant to sell that is still in the form of raw materials from the island of Tidore to trade in Ternate. Bastiong ferry port is located on the island of Ternate, Ternate, North Maluku province.

In Kota Ternate there Ferry port that serves four (4) trajectory is Bastiong - Sofifi with a distance of 14 nautical miles, Bastiong - Rum with a distance of 3 nautical miles, Bastiong - Sidangoli with a distance of 12 nautical miles, and Ternate - Bitung with a distance of 156

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nautical miles, To Bastiong - Sofifi tracking served by one ship that KMP. Trevallies with travel time ± 2 hours and track commercial run PT. ASDP Indonesia Ferry Supervised Ground Transportation Center business XXIV region of North Maluku province.

At this time the KMP. trevallies that operates on the Bastiong - Sofifi tracking not meet minimum service standards that have been set by the government through the Minister of Transport Regulation Number 39 of 2015, it can be seen from the problems found in this stretch:

1. There are no health workers, namely the officials can be seen by the passengers.
2. Not available wheelchair.
3. Not available P3K on the passenger deck
4. Not available dedicated space for wheelchair users.
5. Not available dedicated space breastfeeding mothers

2. Research Methodology

In this study the survey method used is to collect primary data and secondary research methods and techniques as follows:

a. Primary data

Primary data is data obtained directly from the source, observed and recorded from what happens on the field. Nature of primary data collection, the writer did hold direct observation in KMP, Trevallies The survey was conducted to complement primary data is:

- a. Survey services on board.
- b. productivity passengers
- c. productivity vehicle

The primary data in the form of productivity data of passengers and vehicles carried through a survey starting on April 8 to 22, can be seen in the graph below:

Based on the survey results that have been carried out on the 8th of April 2019 until 22 April 2019, passengers who boarded trevallies KMP both children rose 45 JV and down 5 people and adults experiencing rising 503 people took 42 people.

Based on the above chart can be seen productivity of vehicles using the KMP. Trevallies to get to Sofifi experienced ups and downs 23 178 people.



Tabel 1
KMP Trevallies Productivity

Number	date	Passenger		Vehicle Category											
		child	Adult	I	II	III	IV A	IV B	VA	VB	VI A	VI B	VII	VIII	IX
1	8 april 2019	22	136	0	73	0	8	7	0	3	0	0	0	0	0
2	9 april 2019	8	35	0	12	0	5	2	0	3	0	0	0	0	0
3	10 april 2019	10	164	0	55	0	6	3	0	0	0	4	0	0	0
4	11 april 2019	10	358	0	52	0	3	2	0	6	0	0	0	0	0
5	12 april 2019	5	89	0	32	0	5	4	3	0	0	0	0	0	0
6	13 april 2019	10	131	0	42	0	4	5	0	6	0	0	0	0	0
7	14 april 2019	45	324	0	96	0	4	2	0	6	0	0	0	0	0
8	15 april 2019	9	77	0	31	0	3	2	0	9	0	0	0	0	0
9	16 april 2019	33	503	0	178	0	2	0	0	0	0	0	0	0	0
10	17 april 2019	16	86	0	27	3	2	6	0	4	0	0	0	0	0
11	18 april 2019	7	86	0	23	0	4	1	0	2	1	0	0	0	0
12	19 april 2019	5	45	0	32	0	4	0	0	4	0	0	0	0	0
13	20 april 2019	21	113	19	19	0	0	2	0	5	0	0	0	0	0
14	21 april 2019	7	65	0	49	0	3	1	0	0	0	0	0	0	0
15	22 april 2019	10	42	0	23	0	5	3	0	6	0	0	0	0	0
Total		218	2254	19	730	3	60	42	3	54	1	4	0	0	0

Source: Survey Results, 2019



b. Secondary Data

Secondary data is data obtained by observations made by others and this secondary data can be obtained using the following method of obtaining a secondary data is :

1) Institutional methods

Institutional methods of data collection by conducting visits to agencies or offices to obtain secondary data. The author uses this method to collect data from the agency or office that is associated with this study are as follows:

- a) PT.ASDP Indonesia Ferry branch office Ternate
- b) Meteorology, Climatology and Geophysics Ternate
- c) PT. ASDP Indonesia Ferry (Persero) branch Ternate
- d) Regional Land Transport Agency business XXIV North Maluku.

2) Method Literature

This method can be from literature or books in the Library of the lake and the river transport Polytechnic crossing of Palembang and learning modules and other sources that are useful for research to be conducted.

The secondary data port productivity last 5 years and the characteristics of the ship can be seen as follows:

a) Productivity Passengers

Based on data from the productivity of departure and arrival of passengers KMP. Trevallies ranging from 2014 to 2018 passengers who boarded the KMP. Trevallies both children ride down the 112 742 people and 5,784 people and adults experiencing ups and downs 234 506 people 158 250 people

b) productivity Vehicle

Based on the productivity data Vehicle KMP departure and arrival. Trevallies last 5 years have been obtained, the vehicles climb KMP. Trevallies from class I to class IX 73 309 people experienced ups and downs 39 968 people.

c) Means

The ingredients are all things that can be used as a tool in achieving the goals and objectives, especially in the service activities of the service users. The ingredients used in the trajectory Bastiong - Sofifi that KMP. Trevallies by spacing the track 14 (fourteen) miles with travel time \pm 2 hours.

d) Infrastructure

At Harbor Crossing Bastiong provided some facilities for the course of routine activities such as service to passengers and vehicles.

3. Research And Discussion

This analysis, the authors to assess the level of service to passengers on board that operates on the Bastiong - Sofifi tracking refers to the Minister of Transportation Number 39 Year 2015 About Passenger Transport Service Standards Crossing. This analysis aims to determine what percentage of the minimum service level according to the passengers on board the real conditions in the Port Crossing Bastiong. There are five aspects that must meet the standards covering aspects of safety, security, comfort, convenience / accessibility, and equality.

a. Calculation of Ratings Services SPM with existing conditions on the ship KMP. trevallies

1) Safety aspects

From the analysis of the level of service for safety can be concluded that the KMP.



Trevallies not meet the standards that have been established by the unavailability of health workers, stretcher, and a wheelchair and only has P3K equipment and the provision of information in the form of visual / audio.

2) Security aspects

From the analysis of the level of service for the security aspects of the above KMP. Trevallies not meet standards set by the unavailability of granting information security threats.

3) Aspects Leisure

The number of toilets required:

Average number of male passengers

All the passengers per day = $\frac{\text{number of men in 15 days}}{\text{time survey}}$

$$= \frac{1221}{15} = 82 \text{ man / day}$$

Average number of passengers woman

All the passengers per day = $\frac{\text{number of women in 15 days}}{\text{time survey}}$

$$= \frac{1033}{15} = 69 \text{ Women / day}$$

From the above analysis it can be seen the number of required passengers toilet, the toilet needed Adapaun requirements as follows:

- a) The need toilet for men uses: 82 Male / day = 2 Toilet
- b) The need toilets for female passengers: 69 Women / day = 4 Toilet

From the analysis of the level of service for the convenience aspect above KMP. Trevallies not meet standards set by the unavailability of an appropriate number of toilets in the PM Number 39 2015 on Passenger Transport Service Standards crossings and temperature

In the passenger space still exceeds the maximum limit at 30 ° C although it is already available in the passenger compartment fan, the noise level by 80 dB while for the type of service an intensity lighting 218.1 lux.

4) Aspects Ease / Affordability

From the analysis of the level of service for the aspects of ease / affordability over the KMP. Trevallies not meet the standards that have been established where there has been no travel information.

5) Aspects of Equality

From the analysis of the level of service to the above aspect KMP equality. Trevallies still do not meet the standards that have been established which do not yet have a dedicated space for wheelchair users and a dedicated space together complete facilities for breastfeeding mothers and babies.

b. Recapitulation Results

Based on observations of 26 items of service to passengers on KMP. Trevallies to determine the suitability percentage level of service to passengers on KMP. Trevallies, used to calculate the level of service standards conformity with the real conditions than the conditions in accordance with applicable regulations.

Calculation of the level of conformity on KMP services. Trevallies is as follows:



$$\begin{aligned}\text{Percentage Level of Compliance} &= \frac{\sum \text{Suitable Service}}{\sum \text{Total of service type}} \times 100 \% \\ &= \frac{17}{26} \times 100 \% \\ &= 65.38\%\end{aligned}$$

From the table above it can be concluded that the percentage of the suitability of the five aspects of KMP. Trevallies. Below is a table and graph conformance level of service, based on the aspects set.

The above diagram is the result of the calculation of the aspects of service on all ships so completely that it appears that most aspects are not in accordance with the Regulation of the Minister of Transportation Number 39 of 2015 is the safety aspect and the aspect of equality whilst the aspects most appropriate is the aspect of safety, comfort and convenience.

c. Solution To Problem

Based on the analysis that has been done, the authors conclude that there are some services in every aspect that must be repaired in a boat crossing the Bastiong - Sofifi tracking namely:

1) Safety aspects.

a) Available provision of information through visual / audio.

To maintain the safety of passengers on board, it is required every ship did provide information on the distance and time of travel, on the use of safety equipment and how to protect themselves in an emergency on board.

b) Supplies P3K

To cope with minor accidents on board the ship are required to complete each P3K proper equipment and place it in the appropriate places, bleak contained in Regulation of the Minister of Manpower and Transmigration Republic of Indonesia Number: PER.15 / MEN / VIII / 2008 on First Aid in the Workplace. P3K box referred to in Article 8 paragraph (1) letter b shall meet the following requirements:

- Made of robust and easy to carry, white base color with a green symbol P3K;
- Fill the box P3K as contained in annex II of this regulation and may be no material or equipment other than those required for the implementation P3K in the workplace;
- P3K box placement:
 - I. At a place easily visible and accessible, marked a clear direction, quite light and easily removed if it will be used;
 - II. Adjusted by the number of workers / laborers, the type and amount of P3K box as listed in Annex III to this Regulation;
 - III. In terms of the workplace by work units within 500 meters or so each unit must provide P3K box according to the number of workers / laborers;
 - IV. In the case of work on different floors in buildings, then each unit must provide P3K box according to the number of workers / laborers.

c) Wheel chair

To facilitate the passengers when an emergency occurs then the ship is required to have a wheelchair, so that passengers who experience it can be solved quickly.

d) litter

To evacuate passengers when an emergency occurs, each vessel is required to have a litter. One example of a flexible stretcher stretcher which is a kind of stretcher bermaterialkan or plastic timber with a flat surface. There are 6 slits around it as a handle to evacuate casualties. Flexible stretcher can be used to transfer the victim from



a high place using carrier attributed the additional strap on the stretcher. Excess flexible stretcher can be used to evacuate casualties in narrow or restricted places.

e) Health workers

To maintain the safety of passengers on board, it is required every ship has a medical officer on board which aims to facilitate the passengers in case of unwanted things. Muallim two can act as a health officer in an emergency.

2) Security

a) provide CCTV

The room provided must be equipped with safety facilities such as CCTV so that passengers feel safe and comfortable during the crossing.

b) Providing Security Officers

The room provided to be equipped with security features such as cctv that passengers feel safe and comfortable during the crossing.

c) Provide Information Security Compromise

Striker availability unbiased SMS complaints embedded in a strategic place easily visible and clearly readable by the service users to submit complaints if a disruption of security that must be met.

3) Convenience

a) Provide facilities Thermostat

The room provided should be equipped with temperature control facilities such as AC (air conditioner) so that the temperature in the room does not exceed 27C.

b) Provide Facilities Cleanliness

The room provided must be equipped with sanitary facilities on board so that the room remains clean and comfortable for passengers.

c) Toilet

Availability of 1 (one) Toilet for 50 passengers to the number of men and women toilet two (2) times the toilet man, clean water and no smell coming from the toilet.

d) Canteen / cafeteria

Canteen must use the stove / electric heating tool, has a vent / air vents, the ventilation system must be separated from the passenger space, canteen area should be clean and odorless.

e) Public area

Ships carrying more than 50 passengers, shall be provided room for passengers relaxing place.

f) Information Smoking Ban

The availability of information boards to ban smoking on board. Smoke that passengers know the area that is forbidden to smoke.

4) Ease / Affordability

a) Travel information

Information about travel must be submitted to the use of services, easily legible and audible information related to travel (travel time, travel distance and the condition on the way).

b) Information Travel Disruption

Information ships travel disruptions such as a ship's operational disruption, disruption of port operations, and natural disturbances should be announced maximum of 10 minutes after disruption and clearly audible.



5) equality

a) Special room Wheelchairs

The vessel must provide facilities for service users who use wheelchairs.

b) Special room nursing mothers

The room should be reasonable and conformed to the rules contained in the Regulation of the Minister of Health Number 15 Year 2013 About Provision of Special Facilities Nursing Procedures and / or Expressing Breast milk.

- ASI space organized in a permanent building, can be a separate room or a part of the health service in the Workplace and Public Facilities Places.
- ASI space referred to in paragraph (1) shall meet the health requirements.
- Every Workplace and The Means of public spaces should provide the infrastructure space in accordance with the minimum standards breastfeeding and appropriate.

4. Closing

a. Conclusion

- 1) From the survey results were obtained, that KMP.Bobara operating in the trajectory Bastiong - Sofifi not meet the standards set out in the Regulation of the Minister of Transportation Number 39 Year 2015 on Passenger Transport Service Standards Crossing.
- 2) Based on the analysis of Minimum Service Standards Ferryboat transport on the vessel according to PM 39 2015 on minimum service standards for ferry transport gained Minimum Service Standards with an average percentage of 65.38% corresponding to 34.62% of MSS and do not correspond with SPM.

a) Safety aspects

- (1) Not available health workers.
- (2) Not available wheelchair decent.
- (3) Not available stretcher decent.

b) Security aspects

Not available information security problems are easily readable and clearly visible.

c) aspects Leisure

- (1) Not available facilities adequate temperature control.
- (2) Not available toilet passengers as needed.
- (3) Not available canteen / cafeteria clean and separated from the passenger compartment and use the electric stove.

d) aspects of Equality

- (1) Not available dedicated space for wheelchair users.
 - (2) Not available dedicated space breastfeeding mothers and babies.
- 3) Of the five aspects are one aspect of compliance with the standards based on Regulation Number 39 Year 2015 Transportation Services Standard Equipment On The crossing is the aspect Ease / Affordability.

b. Suggestion

- 1) Party shipping companies need to increase care facilities under the terms of the service requirements set forth in minimum service standards on the ship related to safety, security, comfort, convenience / accessibility, and equality.



- 2) In the provision of a new ship cruise party must provide service facilities in accordance with the minimum service standards for comfort point that will be given to the service user.
- 3) The condition of the passenger services on vessels operating in the Port Bastiong
 - a) Must be available health workers, availability of adequate wheelchair and stretcher decent
 - b) Must be provided information security problems are easily readable and clearly visible.
 - c) Facilities should be provided proper temperature control, toilet passengers as needed, and the canteen / cafeteria clean and separated from the passenger compartment and use the electric stove.
 - d) There shall be a dedicated space for wheelchair users, a special space breastfeeding mothers and babies.

5. References

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